

Dunclutha Care Home Service

Dunclutha House
1 Garden Lane
Dunoon
PA23 8GY

Telephone: 01369 706573

Type of inspection:
Unannounced

Completed on:
30 January 2019

Service provided by:
Argyll and Bute Council

Service provider number:
SP2003003373

Service no:
CS2003000451

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service was registered with the Care Inspectorate on 1 April 2011.

Dunclutha is a care home for children and young people who are Looked After and Accommodated by Argyll & Bute Council. The service provides care and accommodation for up to six children and young people. At the time of this inspection, there were six young people living at the service.

The service is a newly built bungalow style house set in its own private grounds in Kirn, which is in the East bay part of Dunoon. There are good transport links to the town centre and to wider areas by road and ferry crossings.

The accommodation comprises a large open plan lounge and dining area with catering and laundry facilities adjoining the living area. There are separate rooms in which young people can relax and/or take part in activities. Individual bedrooms have ensuite facilities and these are spacious and well furnished. The house has been built to an excellent standard and provides young people with a high quality living environment. Outside space offers a large decking area, overlooking the garden, to the front of the property, where there are sea views. There is private parking to the rear of the property.

The service aims and objectives include:

"We will empower young people to achieve and enable them to develop their capacities as successful learners, confident individuals, responsible citizens and effective contributors to society. Our young people will be treated with respect and their dignity will be preserved. We will provide an equal service to young people using our service and we will work with them and not against them".

What people told us

We spent time in the company of five young people during our visits. Young people who were new to the service spoke about feeling nervous about the transition to a new home but that staff and other young people had welcomed them. Others who had lived at the service for some time told us that they liked living at Dunclutha and that they had good relationships with staff. Young people felt that their privacy was respected and that their bedrooms were personalised to their taste.

Young people spoke respectfully about the support they received and it was clear that they valued the contributions of staff and their opportunities to take part in activity of their choice. It was also clear that for some young people, Dunclutha was their home and that this encouraged a strong sense of belonging.

We chatted to young people about a new venture, the tuck shop. As a project organised and run by the young people to raise funds for "special" activities, young people told us about what was involved in taking this forward and how they thought it would support a trip to a fun park later in the year.

Self assessment

The provider was not required to submit a self assessment document for this inspecting year.

From this inspection we graded this service as:

| | |
|--------------------------------------|---------------|
| Quality of care and support | 5 - Very Good |
| Quality of environment | not assessed |
| Quality of staffing | 5 - Very Good |
| Quality of management and leadership | not assessed |

What the service does well

During this inspection, we considered the quality themes relating to Care and Support and Staffing. Further to speaking with young people and others involved in their care, we awarded grades of very good for both quality themes. We also reviewed written information to help inform the inspection process.

We believed that the service operated to a high standard through strong and effective leadership. This was evident in the approaches used by managers and staff at all levels and the genuine interest shown toward young people, by trusted adults working at Duncclutha, was a key strength of the service. Through highly effective team work, those working at the service communicated clearly with one another, acted as positive role models for young people and for each other. This commitment was demonstrated through measured and thoughtful practices which for example, supported young people to go on holiday, initiate enterprising fundraising activities, optimise personal interests and successfully transition from the service into private accommodation. We were impressed by the level of commitment shown by staff, who by ensuring that the correct support was available to young people, gave up their own time, to facilitate specific activity. By doing, so, it was evident that young people experienced nurturing and enabling relationships with staff.

Through such relationships, young people thrived within a safe and supportive environment. Young people's very good attendance at school was supported through strong partnership working, with a minimum of weekly contact between the school and service. Staff additionally attended multi agency meetings which enabled holistic approaches to meeting young people's needs. In one instance, we could see that close working relationships between professionals, had encouraged young people to benefit from an adapted timetable and this helped them to improve their ability to cope better with transitions and expectations. Similarly, within the house, we noted that predictable routines encouraged those young people to respond and react more positively to group living. By being aware of barriers to young people's development, the service was alert to the importance of correct approaches in support of young people's wellbeing.

This theme was also evident for young people who participated in new experiences, such as attending school trips, where they were presented with different social situations. The need for clear agreed supports was well understood by the service and they worked hard to enable a positive experience for one young person who was included in a foreign trip, alongside their peers from school. For others, sustaining employment provided a level of independence and achievement. We met with one young person who spoke enthusiastically about their job and how much they enjoyed their chosen field of employment. It was clear that for this young person, growing up in the service, had offered stability and through their own personal aspiration, they had achieved considerable success.

Young people were encouraged to maximise their interests and we found that staff supported these by securing appropriate resources, including a drum set and items required to enable young people to bake and cook their own food. We joined young people for dinner and very much enjoyed seeing natural conversation emerge, which was both relaxed and genuinely interactive. Staff took time with young people, to listen to them and to support their endeavours. One example of this related to the creation of a tuck shop, an idea that came from young people, as a means of fund raising for preferred activities. We found that young people were responsible for choosing and buying the stock, identifying healthy snacks, pricing items and liaising with the cook, to ensure that any produce met with the standards expected of a service which had achieved the Healthy Living Award. This enterprising activity, taught young people a range of skills, including calculating costs, searching for low fat / low sugar items, working together and taking responsibility for one another, to secure their chosen activity.

For those young people who were in the process of moving on from the service, we found that staff had fully committed to ensuring a planned transition. In collaboration with other partners, the service had worked closely with young people to promote their safety, whilst enabling positive risk taking. Where young people chose to spend time in the wider community with friends, this was encouraged, in order to support their future, beyond the service. We found that where young people wished to move on to their own accommodation, the strength of relationships with staff and other key professionals, ensured that this was achieved at a pace suited to the young person's needs.

Dunclutha is a service which is motivated to improve. We explored some new developments with members of the staff team and met with professionals who work closely with the young people and the service. Some of this work included navigating a range of processes which helped to secure young people's future and for those professionals who were involved, they commented that they believed staff had been "exceptional" when supporting a young person through uncertain times. We felt that this view best summed up, the impression we gathered from this inspection.

What the service could do better

Personal plans for young people offered some insight into how the service encouraged young people to grow and develop. Whilst we were satisfied that these also identified key supports for young people, we considered that improvement to how plans were evaluated, would assist both young people and staff, to better measure progress toward identified outcomes. During this inspection process, we carried out improvement work with the staff team, to encourage this work to be taken forward. By better evidencing young people's progress, plans will better demonstrate the effectiveness of interventions. We will review progress at the next inspection.

We also explored ways in which the service could continue to improve in respect of staff development. Whilst we found that regular team meetings and formal supervision took place, we discussed ways in which staff may be supported to optimise their learning and fully implement their prior and current experience. We discussed this with the manager, who was receptive to reviewing current ways of working, in favour of new ideas. Once again, we will review progress at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

| Date | Type | Gradings | |
|-------------|-------------|---------------------------|---------------|
| 15 Dec 2017 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 28 Oct 2016 | Unannounced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | Not assessed |

| Date | Type | Gradings |
|-------------|-------------|----------------------------------------------------------------------------------------------------------------------------------|
| 13 Nov 2015 | Unannounced | Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good |
| 15 Sep 2014 | Unannounced | Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good |
| 15 Jul 2013 | Unannounced | Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good |
| 30 Nov 2012 | Unannounced | Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good |
| 9 Jan 2012 | Unannounced | Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed |
| 29 Aug 2011 | Unannounced | Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good |
| 13 Dec 2010 | Announced | Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed |
| 9 Aug 2010 | Unannounced | Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed |

| Date | Type | Gradings | |
|-------------|-------------|---------------------------|---------------|
| 8 Mar 2010 | Announced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | Not assessed |
| 20 Aug 2009 | Unannounced | Care and support | 4 - Good |
| | | Environment | 4 - Good |
| | | Staffing | 4 - Good |
| | | Management and leadership | Not assessed |
| 10 Mar 2009 | Unannounced | Care and support | 4 - Good |
| | | Environment | 4 - Good |
| | | Staffing | 4 - Good |
| | | Management and leadership | Not assessed |
| 5 Jun 2008 | Announced | Care and support | 4 - Good |
| | | Environment | 3 - Adequate |
| | | Staffing | 3 - Adequate |
| | | Management and leadership | 3 - Adequate |

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