

Curo Salus - Laurel House Care Home Service

North Road
Johnstone
PA5 8NE

Telephone: 01505 707754

Type of inspection:

Announced

Completed on:

20 March 2019

Service provided by:

Curo Salus Limited

Service provider number:

SP2004006972

Service no:

CS2013319767

About the service

Curo Salus - Laurel House is registered to provide a care home service for a maximum of 10 children and young people aged between five and 18 years. The house comprises of a large, detached three-storey building in Johnstone.

There are eight single en suite bedrooms on the ground and first floors and the top floor comprises of two self contained flats. These are used to support the older young people who are being prepared for independent living. There is a recreation room, lounge, and dining room as well as office spaces for staff. The house has a large enclosed back garden with patio.

Most of the young people attend Northview House School, operated by the service provider at the nearby town of Kilbarchan. Northview House School is registered by the HM Registrar for Independent Schools as a through school, in that it caters for both primary and secondary aged pupils.

Curo Salus describe their aims as:

- To equip each young person with the personal, social, and emotional learning skills to cope in a family placement, in school, and the community.
- To assist young people to form appropriate relationships in the context of a safe, nurturing, therapeutic, and healing environment.
- To assist young people to reach their full educational potential and to prepare them to move back into the community.

This service has been registered with the Care Inspectorate since 16 January 2014.

What people told us

We interviewed eight young people during the inspection. All were extremely happy with their placements and commented on the strength of relationships with staff. Observation of staff interaction with young people showed that staff and young people valued each other and staff were committed to caring for all the young people. This was commented on by young people, indicating that staff cared for them and several stated that they felt "loved".

We interviewed a parent during the inspection who indicated the change in their child was incredible and that it was so positive that they were able to engage as mother and child again.

We also issued Care Standards Questionnaires (CSQs) to all young people. The result confirmed that young people were very satisfied with the service and support that they received.

Self assessment

We did not request a self assessment. However, the service was able to show a number of different documents that showed that they were continuing to improve the service.

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

We examined the quality of care and support and the quality of staffing during this inspection. We found that the service was delivering very high standards to the young people in their care. We found that there was outstanding relationships between young people and staff. Staff and young people indicated that there were caring relationships with the young people and that staff were focused on the young people's needs.

The service suite of core records gave an excellent account of needs of the young people and how the service would set out to meet these needs. There was a comprehensive range of assessments which gave an overview of the therapeutic work which was carried out. The focus was to give young people a narrative on their life story and this enabled young people to address their behaviours. The change in all the young people was incredible and they had some exceptional outcomes.

All young people had appropriate risk assessments and strategies within their support plans which, coupled with the exceptional staffing levels, insured that their behaviours were all managed. We observed staff being extremely skilled at diffusing situations at an early stage with distraction and positive regard. This ensured young people got the best from their day. All young people indicated that they feel safe and well cared for. The practice of the staff was to use positive reinforcement and also allowing young people to reflect on their behaviour to help them self regulate. There are very few young people held safely. The reporting system was of a very high standard, reflective and ensuring young people had a voice and were being listened to. Staff were being debriefed on every occasion. All young people had innovative digital care plans which gave them safe access to technology, social media, and the internet. All these elements ensured that young people were very safe.

All young people had regular opportunities to spend time with their key team. This involved them having tailored activities based on their interests. All were involved in community activities, such as cadets, trampolining club, and gaining skills in music and drama. Many young people had achieved opportunities to gain additional skills which helped them in the transition to adult life. The service offered young people a diverse range of experiences designed to ensure that they had fun during the school holidays. These activities were planned to ensure that all young people had access to a variety of experiences as well as opportunities to have special life changing experiences, such as Duke of Edinburgh, dance school performances, or doing the Christmas and summer concerts. There were also opportunities to go on trips and spend quality time with significant adults.

All young people had advocacy services available to them and several young people were involved directly with carers group for young people who had care experience. Young people indicated that they were aware of how to

make a complaint and felt that their concerns and opinions were listened to, by both the staff and the management team. They felt that any issues were dealt with quickly and staff were responsive to their needs.

Transitions were found to be well planned and involved staff doing a variety of pre-visits to schools and young people's homes to gain as much prior information and knowledge of their needs. This resulted in young people having successful visits to the service and very good experiences. These were supported with very good relationships with teaching staff and allowed them to maintain high levels of attendance. All young people had positive educational placements. Young people were clearly achieving in these placements, gaining sophistication and also experience continuing to have work placements and learn at college.

All young people's health needs were well organised and supported. All young people had access to community health professionals and young people who needed additional support had access to a range of professionals. All young people had regular health reviews, action points were supported to happen. We found that young people's medication was well organised and appropriately administered.

We found that the service had robust procedures in place to ensure that staff are recruited and inducted safely into the service. In addition, files showed evidence that young people have been involved in the selection process for candidates and actively participating as part of the interview panel. They were supported by staff to do this in a structured and meaningful way and it was clear that the organisation valued their input as an integral part of the selection process. The safe recruitment process is supported by a structured induction, new staff were supported by a mentor and had the opportunity to shadow shifts prior to assuming full work responsibilities. We spoke to a recently appointed staff member who confirmed that this process provided an effective induction to the service.

This robust approach to staff recruitment and induction had contributed towards the organisation being able to maintain stability in the workforce and, consequently, to offer a high degree of consistency in its approach to caring for young people. We found substantial evidence to show that this was a professional, well trained staff team which incorporate theory and current best practice guidance into its approach to caring for young people. Without exception, staff at all levels within the service were positive, motivated, and displayed a level of professional competence which had a demonstrable effect on their practice and the quality of outcomes for young people in the service.

We found well established systems for supervision on a formal and informal basis. The management team were involved directly in supervising staff. We found most staff had regular supervision and all indicated that this was supportive. We found staff had access to a very good range of training opportunities. There were many examples that demonstrated the commitment of the organisation to maintaining a learning-rich culture, which in itself was very good.

We found that staff were genuinely caring and warm and young people were quite clearly seeing that they felt valued and secure in their placements. They indicated that they were cared for and that they had excellent relationships with staff.

What the service could do better

There was a need for the service to integrate all goals/targets to both their daily recording and the care plans, these should be SMART (specific, measurable, achievable, realistic, and time-bound).

The comprehensive suite of information means that elements can be lost and there was examples of this which was signposted to the management team.

There was slippage in the in staff supervision. This should be rectified immediately.

We found some minor gaps in several training courses. The service must ensure that all staff have annual updates to child protection training.

All new admissions must have a care plan within 28 days of their date of admission.

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	
8 Mar 2018	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent Not assessed Not assessed
9 Mar 2017	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
21 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
8 Dec 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 5 - Very good 6 - Excellent

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