

## Buttercup House Care Home Service

55 St Mary's Road  
Bishopbriggs  
Glasgow  
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Telephone: 0141 772 7552

**Type of inspection:**

Unannounced

**Completed on:**

16 January 2019

**Service provided by:**

The Mungo Foundation

**Service provider number:**

SP2003000182

**Service no:**

CS2014327322

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

The service was registered with the Care Inspectorate on 4 July 2014.

Buttercup House is a respite service for children and young people provided by The Mungo Foundation who are an independent provider. The house is a detached bungalow set in a residential area in East Dunbartonshire and is near to local amenities, including shops, public transport and local parks. The house was purpose-built by East Dunbartonshire Council to suit the needs of young people with complex, learning and physical disabilities who required a short break service.

Buttercup House is registered to provide a 24 hour residential respite service to a maximum of three young people aged six to twenty one years.

The service aims:

"To enable children and young people to access local community resources and to fulfil recreational and occupational needs whilst on short break and respite care. Empower children and young people to develop towards their full potential, experience success and have their self esteem enhanced".

There were three young people staying in the service when we visited. There were thirty four young people registered for a respite service.

Conditions of Registration

1. To provide a care home service to a maximum of 3 young people with disabilities of 6 to 21 years of age.
2. To comply with the current staffing schedule attached dated 13 June 2014 which must be displayed together with the certificate.

## What people told us

During the inspection three young people were living in the service. One young person told us everything was great and they enjoyed going to Buttercup House. We received seven care standards questionnaires from young people. Parents supported their children to complete these due to limited verbal communication from young people. Young people and parents told us:

"My son loves going to Buttercups. The staff treat him with respect and love. We are always told where he has been and what he has been doing".

"I supported my son to fill this in. This is his first time on respite, it's amazing and he loves it. The staff went truly above and beyond offering him an amazing transition with full involvement and reassurance for us as well as my son".

"The staff couldn't be more helpful".

"I love going to Buttercup House, I have friends there".

## Self assessment

We did not ask the service to submit a self assessment for this inspection.

## From this inspection we graded this service as:

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

## What the service does well

We found the service was providing a very good level of care and support to the young people using the service. We found clear strengths in supporting positive outcomes for young people.

The manager and staff have worked to develop relationships with young people and their families. Staff had invested time to ensure inductions to the service were positive and parents confirmed through the questionnaires they were happy with how well staff knew their child. There was a very good recognition of young people's need for inclusion. Staff worked with family, friends and external agencies to support and maintain contact with people important to them. This assisted in the nurturing of their emotional wellbeing during their stay.

We saw through reading personal plans they were individual to each young person. They were colourful, easy to use language, and lots of pictures of activities and outings young people had experienced. Individual plans were innovative and accessible for young people. They demonstrated very good staff commitment to involving young people in their own plans and were clear about desired outcomes. Risk assessments were regularly updated after each incident and audited by the manager. We saw evidence of these during inspection.

There was a strong focus within the service of supporting young people's achievements. Through reading personal plans we saw all young people were engaged in school. Young people had achieved good outcomes in relation to school attendance and improvements were recorded in their personal plan.

Medication is managed well within the service and is audited weekly by the Manager. Staff have included pictures and written explanations regarding medication due to complex needs of young people. Health risk assessments are updated prior to young people going for respite and updated after their departure. Where necessary, we saw staff were confident in accessing emergency healthcare to ensure the safety of young people during stays at Buttercup House.

A wide range of activities were provided for young people. These took into account the personal preferences of individuals as well as interests and opportunities to try new experiences which were stimulating.

We saw the service had a matching process in place. This was to help young people who are friends and have similar interests be together on respite on the same days. We saw from records some young people were anxious about coming to the service, the matching process alleviated young people's anxieties.

We saw warm, caring feedback from parents which told us:

"Staff are friendly, approachable and professional".

"They provide my daughter with the best possible environment for a safe and pleasant stay".

"My son finds it's a very relaxing experience, he is very chilled when he returns home".

"My child loves the staff and has a great relationship with them".

"To my warm hearted Buttercup family. Keep doing what you are doing you've changed our world. Thank you".

The manager and staff have been trained in the areas of child protection and child sexual exploitation.

The home provided a very pleasant and comfortable environment for young people. It was in a very good state of decoration and repair with high quality fixtures, fittings and furniture. Bedrooms were spacious and had plenty of natural light.

We saw young people had access to electronic games, portable gaming devices and board games. The service had a good outdoor space with a play area for young people which increased young people's health and wellbeing.

We read records of handling and movement equipment being checked and maintained every six months.

There was compliance with statutory maintenance checks and daily health and safety checks were carried out by staff. Repairs to damage were carried out promptly and overall we found the house to be in very good condition.

The service's risk management systems worked very well on the whole to minimise harm to young people, including food safety practices and infection control.

## What the service could do better

We found some areas for improvement. The manager said parents receive a welcome pack during the assessment process. We have suggested the service prepare a welcome pack specifically for children and young people. This would help ease their anxiety prior to their stay as they would have information about the service and understand what respite means. The manager is keen to progress this suggestion.

The service offers parent forums, however sometimes attendance is low due to parents commitments. We suggested to the manager the service could offer a morning and evening time for parents.

We saw young people had limited access to advocacy. This is an area for development for the service, the manager agreed this would be explored. We will look at the progress of advocacy at the next inspection.

While attempts have been made to include young people in the ongoing improvement of the service we thought this could be improved on by asking young people their views after they have their respite care. This would increase young people's participation in how the service operates.

## 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](http://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	
24 Nov 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
12 Dec 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
6 Aug 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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