

## The Linksfield Residential Service Care Home Service

165 Linksfield Road  
Aberdeen  
AB24 5RE

Telephone: 01224 637075

**Type of inspection:**

Unannounced

**Completed on:**

10 June 2019

**Service provided by:**

Barnardo's 'known as' Barnardo's  
Scotland

**Service provider number:**

SP2003003405

**Service no:**

CS2003000246

## About the service

The Linkfield Residential Service is registered to provide a care home service to a maximum of six children/young people. The service operates from a large detached bungalow in an established residential area of Aberdeen.

The unit is close to a wide range of local amenities which are all easily accessible.

The aims of the service are:

- To provide opportunities for young people to build their self esteem, confidence, resilience, and understanding of the significant circumstances in their lives.
- Achieve optimum improvement in family relationships and other important relationships the young person has.
- Engage with others to give the young person a sense of their past and engage them in plans for their future.

This service has been registered since 1 April 2002.

## What people told us

We interviewed all five young people who were currently being looked after at the home. All indicated that they were extremely happy and satisfied with the service that they received. We observed interactions that young people had with the staff group and found that these were caring, compassionate, and loving. This was confirmed by the comments that the young people made. These included:

- "I like every thing."
- "Staff treat me well."
- "I think every kid has a care plan."
- "Food is good, macaroni cheese."
- "I feel safe. I always feel safe."
- "Staff listen to me a bit too much."
- "Sometimes go to the gym. I'm happy, feel safe, staff treat me well."
- "Yes, they care for me."
- "If worried, would go and speak to [staff member]."
- "School is going good."
- "Staff treat you well here, they listen to you, try to explain things to you."
- "They try to keep me active, arrange football."

- "I've got a pal here. Hopefully go on holiday."

## Self assessment

We did not request a up to date self assessment prior to the inspection. We did, however, examine service development plans which clearly outlined areas in which the service had developed.

## 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	5 - Very Good

## What the service does well

We examined the quality of care and support, the quality of staffing, and the quality of management and leadership during the inspection. These were all graded as very good; we found some outstanding outcomes for young people in this service.

All young people had a sense of trust and value which came from the ethos and culture within the service. They all stated that they had someone they could talk to and conveyed any issues and worries too. All young people indicated that staff were very good at listening to them and affirming them with praise. One young person stated that "Staff believe in me and always give me positive praise".

The young people benefited from having a comprehensive care plan which they all had an input into. Staff actively encouraged them to set their own goals and achieve and contribute to their plans. All young people felt listened to and were able to participate in reviewing their care plan. All care plans had clear routines that young people were supported to understand. There was the use of a pictorial recording tool which allowed young people to see exactly where they were making progress. Managed risk was explored with young people and young people were encouraged to take part in a range of experiences but strategies to ensure they were safe were discussed with them.

The young people were supported to have opportunities where they could keep up with their family and friends. They had many chances to contribute and benefit from activities in their local community. All young people had either interests or hobbies close to their home and had regularly took part in these activities. Young people were regularly attending football clubs, gym, swimming, cinema, and other activities. They also spoke very highly of the breaks they had with staff on holidays, these were well received by young people.

All young people had meaningful placements both at education and at employment. They all access appropriate individual support from the service to ensure that their potential was maximised and that they were engaging. Young people were attaining fantastic school reports and these helped maintain their self confidence and worth.

Young people were encouraged and supported to be healthy in all aspects of their life. They benefited from appropriate primary health support, as well as specialist support. The service is going to have additional therapeutic support from Aberdeen City Council. This is welcomed.

The service had a well established set of meetings with the young people where they were encouraged to comment and take part in decision-making for the home. They also had access to advocacy services and Who Cares? Scotland workers and were part of Aberdeen City's Champions Board.

The service had made a clear commitment to changing the culture and ethos. This has resulted in a caring and welcoming environment where young people feel safe and protected. This change in culture has seen a transformation in the reduction of safe holds and the service has had no safe holds in the last year.

This has been a difficult journey for staff and has resulted in some necessary change. Elements of this change have been difficult for some of the staff and morale has had to be managed. The service was in the process of implementing some strategies which will help manage elements of this change. There are formal mechanisms of support and supervision which have enable most staff to feel well supported. Team meetings are weekly and there is an emphasis on staff being reflective practitioners. This mechanism has been used effectively to share good practice. The organisation is in the process of rolling out training in the Daniel Hughes' PACE (playfulness, acceptance, curiosity, and empathy) programme to instil a therapeutic ethos, this coupled with input from a specialist consultant should continue to help the service to develop.

## What the service could do better

The service to continue to build on the mechanisms and strategies the are implementing. This will help the staff team with change and build on their current framework of support.

The service to develop the recording of individual case notes to ensure that young people's individual goals are SMART (specific, measurable, achievable, realistic, and time-bound).

## 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	
28 May 2018	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
31 May 2017	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
21 Jul 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
12 May 2015	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good

Date	Type	Gradings	
		Management and leadership	4 - Good
22 May 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
31 Oct 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
23 Jan 2013	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
30 Oct 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
16 Dec 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
14 Sep 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
25 Feb 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
8 Sep 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
26 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 4 - Good
7 Jul 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 4 - Good

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