

## Westfield Farm House Care Home Service

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Type of inspection: Announced (short notice)  
Inspection completed on: 28 July 2016

**Service provided by:**  
CareVisions Group Ltd

**Service provider number:**  
SP2003002569

**Care service number:**  
CS2013321889

## About the service

Westfield Farm House (previously known as Westfield House) is a care home service with places for up to two children between five and 18. It is situated in a rural location about five miles from Arbroath in Angus. The house is a traditional, detached farmhouse with a garden. Each young person has their own bedroom. They also have use of two bathrooms, a living room, quiet room, dining kitchen, and utility room.

The provider is Care Visions Group Limited, a private limited company operating a total of 26 care home services throughout Scotland. Care Visions has adopted the Sanctuary model of care, which uses the SELF (safety, emotions, loss and future) framework. This has seven commitments, which are the organisation's core values: nonviolence, emotional intelligence, social learning, social responsibility, democracy, open communication, and growth and change.

The service's aims and objectives include:

- enhancing the quality of life for young people by improving life options, their individual experiences and developing positive qualities in each young person
- providing a child-centred, caring and professional service in which practice is constantly updated and improved in line with experience and research findings.

This service registered with the Care Inspectorate on 24 March 2014.

## What people told us

We had a brief discussion with one of the children using the service, who showed us round the home and said it was 'in good shape' and that he felt safe there. He gave it 20 out of 10! Another young person did not wish to speak with us in person.

## Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider. It identified what the service did well and identified some key areas that the provider believed could be improved and how this would be achieved.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

Staff kept young people safe from harm and abuse. This included for example implementing effective child protection arrangements, including assessing the risk of and preventing child sexual exploitation. Young people were also in good health, receiving a varied, balanced diet and regular primary care monitoring for example. They had or were developing appropriate self-care and independence skills. Medication management overall was effective enough to ensure young people received the right amount when they needed it. Some improvements were needed but a comprehensive corporate review was nearing completion.

Staff turnover had been very high. One young person in particular had clearly found this difficult. Nevertheless we did not find clear evidence of the kind of negative outcomes that might be expected and concluded that for the time being there were sufficient mitigating factors to allow young people to have largely positive experiences. Managers need to be alert however to the potential cumulative impact on young people of such frequent changes of caregivers.

Despite this, staff had established very good, nurturing daily routines, ensuring a mixture of play, stimulation, rest and physical activity. There were celebrations of important events to promote a sense of worth, and a recent holiday to provide happy memories. With specialist support, staff were developing a range of appropriate behaviour management techniques and strategies that took into account age, stage of development and early childhood experiences. Staff encouraged young people to develop decision-making skills to enable them to exercise choice but to do so safely. They established a 'give-and-take' approach that set a good example. One young person's daily routines very much reflected her choices and preferences.

Young people's achievements included learning to swim and obtaining employment. Staff were working hard with school staff to try to understand the reasons for declining attendance and continued to provide support and encouragement.

The provider had introduced a new personal plan, based on the SHANARRI or wellbeing outcomes. Whilst in its early stages, it had the potential for being a much more effective tool for supporting the achievement of further positive outcomes and experiences. Looking forward, the service should be better able to maintain a record of progress over time.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of environment

### Findings from the inspection

This was a comfortable home in very pleasant, peaceful and natural surroundings, yet not too far from larger towns and facilities. The three communal rooms provided a sense of space, and two were particularly welcoming, with most having very good views and light levels. Kitchens and bathrooms were well-equipped and furniture of a good standard.

Young people either accessed the community independently or with staff support. The younger one in particular made very good use of a wide range of outdoor activities and local attractions. Following recent purchases and in consultation with young people, the garden now had some very good outdoor equipment. The kitchen-diner window provided a lovely place to sit and observe wildlife and local birds, attracted to the bird table.

The service's risk management systems contributed to keeping young people safe and secure. For example, visitors had to produce identification. Staff also made a range of checks on the environment and ensured the cars were in roadworthy condition.

Parts of the home however, particularly some flooring and walls and the office, were looking a little tired and worn and needed some attention, re-decoration and re-organisation. The manager and staff had already identified this and there was an improvement plan in place for the next few months. Some changes had already been made.

We asked the service to attend urgently to one of the internal doors in particular, which was very heavy and had the potential for swinging shut and causing an injury. The external manager very promptly contacted the local fire and rescue service to discuss an acceptable solution. We also recommended that hand-washing equipment be kept in the utility room to provide better infection control. There appeared to be some confusion on the part of staff about the need to check the temperature of hot food, which the manager agreed to address.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of staffing

### Findings from the inspection

Staff had received a thorough induction and relevant, compulsory training. The provider was committed to staff receiving in excess of the minimum number of hours required for registration with the Scottish Social Services Council, though these records were not up to date. The system for addressing concerns about staff practice provided additional safeguards.

Overall, staff had positive and caring relationships with young people. These provided the necessary foundation for them to achieve and develop. Our observation of staff working with one of the children indicated they knew him well, and made very good use of negotiation and de-escalation skills, keeping the situation calm but setting appropriate boundaries. More recent opportunities for specialist support from a psychologist had added to their understanding of the impact of trauma on children and how to adapt their approach accordingly.

Relationships between staff members were also supportive. They had regular team meetings to discuss their work and communication was largely effective. A team development day was planned, to allow for more in-depth discussion and forward planning under the leadership of the new manager.

Staff and management turnover had been very high. Whatever the cause, and notwithstanding the effort and commitment of staff and managers, expecting young people to invest in lots of new relationships is asking a lot and may also contribute to them seeing transitory relationships as the norm. One young person in particular had found these changes very difficult. The provider had recognised this and had begun the process of further analysis. In light of this we will not make a requirement but have taken this into account.

Nevertheless, Care Visions continued to place a high value on staff. For example they had developed a wellbeing strategy, including an initiative for promoting reflective practice. This would initially consist of a session led by the external manager. Another initiative aimed to promote staff resilience and improve retention in recognition of the challenges of residential childcare. The external manager also visited regularly to provide on-going support.

We concluded that the service reached an adequate level and that strengths had a positive impact on young people. However, while weaknesses were not significant enough to have a substantially adverse impact, they did constrain performance.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 3 - adequate

## Quality of management and leadership

### Findings from the inspection

Care Visions made effective use of a wide range of quality assurance practices at both provider and service level. Corporate systems, including data collection, analysis of information, policies and frameworks for practice, were comprehensive and well-managed. These included the professional standards committee, which played a key role in overseeing performance in areas including child protection, health and safety, inspections and complaints. There was also a system of on-going operational management reporting by both the service and external manager. This provided information on areas as diverse as school attendance, incidents and staff supervision and training. This system also provided alerts to managers to ensure they were able to respond promptly to deficits and concerns. Regular compliance inspections by a designated manager monitored performance against corporate standards and ensured a targeted approach.

External management of the service was strong and provided positive support for the manager as well as playing a key role in monitoring performance and contributing to effective safeguarding of young people.

An overlap between the arrival of the new manager and the previous post holder had provided the latter with an important source of support and information. This had lessened the impact of the change and ensured a welcome element of continuity for staff and young people. The new manager was visible and approachable and was quickly making herself familiar with young people, staff and the operation of the service. She had also identified areas for improvement and was making headway with these. Though it was too early to make a full evaluation, we felt she was well-placed to progress the service's development plan with the support of the staff team, who she was committed to involving in improvement activities.

The provider demonstrated a positive and open approach to external regulation. This included keeping the Care Inspectorate informed of developments and significant events as well as taking prompt action on recommendations for improvement.

Moving forward, the provider needs to develop a system that more clearly evidences that staffing levels are based on regular assessment of risk and young people's needs. With this in mind, we signposted the service to the relevant Care Inspectorate guidance.

We concluded that the service achieved a good performance with important strengths, leading to young people having positive outcomes and experiences. There was also capacity for further improvement, particularly with greater continuity of management and staffing.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

**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.

## 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).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings	
16 Mar 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
17 Dec 2015	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
2 Feb 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	4 - Good
23 Jul 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	2 - Weak

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