

Newark Drive Children's Unit Care Home Service

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Pollokshields
Glasgow
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Telephone: 0141 276 8471

Type of inspection: Unannounced
Inspection completed on: 9 November 2017

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Care service number:
CS2003001063

About the service

Newark Drive Children's Unit is a care home for seven young people who are looked after and accommodated by Glasgow City Council Social Work Department. The staff team, who provide a 24 hour service, are employees of Glasgow City Council's Social Work Department. The house is owned by the provider.

The house is a large detached Victorian sandstone villa with seven bedrooms, a kitchen with adjoining dining room, one lounge, small computer room, two shower rooms and a bathroom, laundry and staff office. The house is situated in its own gardens, which are well maintained and have garden furniture.

The aim of the service is to provide a safe, caring environment in which young people are encouraged and assisted to reach their potential. The staff team has links with educational resources, health professionals and, where appropriate, work in partnership with the families of the young people.

The conditions of registration are as follows:

1. To provide residential care to a maximum of 7 young people aged between 10 and 20 years.
2. Minimum staffing levels to comply with schedule of staffing dated 5 January 2004, which must be displayed together with this certificate.

What people told us

The young people we spoke with were generally happy with their care at Newark Drive. They spoke about the intended change to a new house in a different area of the city. They had been to visit it and were aware of what it was like and how they might benefit from the facilities and modern style of the building. However, some young people found it difficult to cope with change and some of them were apprehensive about the move.

Young people described very helpful and supportive relationships with staff. Many of them had known most of the staff for a long time and were secure in their company. They told us that newer staff had fitted in well and got to know them too.

We were told about a range of positive events and activities which had happened including holidays and time away from the house with staff and other young people. These had been very happy times.

The lack of available space due to the communal areas being used as bedrooms was something which young people were unhappy about and while they understood the reasons, they would like it not to happen so much.

Self assessment

The Care Inspectorate is not requesting submission of self assessments in this inspection year.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	4 - Good

Quality of management and leadership

not assessed

What the service does well

We looked at the Quality Themes of "Care and Support" and "Staffing" at this inspection.

We found very good evidence of positive relationships between young people and staff which enabled the young people to feel safe, comfortable and well cared for at Newark Drive. We saw that young people enjoyed the company of the staff and were able to discuss day to day routines and issues as well as personal and confidential concerns.

Young people we spoke with told us that they felt safe living in the house although we heard that there had been some conflict between residents in the past which had caused concerns.

Daily routines were in place to assist young people to attend college and work placements as consistently as possible.

A range of care planning documents were in place which described the assessed needs of young people and how they could be met. These plans included guidance and information for staff about the lives of individuals and their aims and ambitions including their health needs and links with other agencies and professionals. We found that staff had a range of links which enabled them to guide young people to resources and professionals who could provide specialist support, advice and guidance. Planning documents also contained information about the personal preferences of young people, their hobbies and pastimes and their family relationships. Audit processes were in place to enable senior staff to check that documents were up to date and adjusted as needed.

We heard from young people and staff that there was a very good range of activities, trips and holidays provided for residents. These were organised to suit different tastes and needs and included holidays abroad as well as the regular use of local community facilities. Staff encouraged and enabled young people to try a variety of healthy outdoor activities whenever possible.

We saw that meals and snacks were of a good quality and young people told us they could discuss their preferences with the chef to ensure they could access favourite foods. We saw discussions taking place and heard from young people that their ideas and suggestions were listened to and acted upon wherever possible. We also saw that individual young people were developing their own food preparation skills under the guidance of the chef.

At the time of our inspection, young people and staff were preparing for moving to a new house which was being built. There had also been some refurbishment and decoration of the environment which had been an unsettling experience for residents. Staff were working with them to help them come to terms with changes and the planned move.

We saw that there was a range of ages and experience in the staff team. Some had been at Newark Drive for a long time while others had worked in a number of different locations and types of care work. While there had been a number of changes to the staff team in the past year, the overall ethos of the team was inclusive and welcoming. Those we spoke with were clear about the importance and benefits of strong positive relationships with young people as the strength of their day to day practice.

Staff we spoke with said there were usually enough staff available to cover the different aspects of daily life for the young people. This was confirmed by residents who told us they could normally have staff attention when

they asked for it and that there were opportunities for time with particular staff for special events and conversations.

What the service could do better

At the time of the inspection, the house was over its registered numbers which meant that there was a lack of communal areas for resident young people. This had an effect on their quality of life and did not allow for good levels of natural socialising and shared activities. We have made a recommendation about this (**see recommendation 1**).

The system in place to gather, store and share information should be streamlined to ensure that it is easy to use and effective in helping staff develop and share care planning information about individual young people. Ways of integrating the current handwritten daily logs should be considered. Some of the staff we spoke with said that they would like more training in its effective use and they would also benefit from more access points to the system.

There had been a number of changes to the staff team in the past year and this, added to the stress of the planned change of premises had affected the lives of some of the resident young people. There was a need for a period of stability in the remaining time before the move to the new house and changes should be minimised as much as possible. This would allow staff to focus on supporting the young people and each other through the transition.

Not all the young people had access to an appropriate learning facility whether this was school or a work placement. The service provider should ensure that resident young people are able to attend an appropriate resource to enable them to meet their agreed aims and aspirations. We have made a recommendation about this (**see recommendation 2**).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. While the young people and staff are preparing for a move to new premises, new admissions which place the service over its registered numbers should be avoided if at all possible.

National Care Standards Care Homes for Children and Young People. Standard 7: Management and Staffing

2. The service provider should ensure that young people have access to appropriate learning facilities within a reasonable timescale of their admission. The role of corporate parent should extend to the provision of work experience and opportunities for young people who need them.

National Care Standards Care Homes for Children and Young People. Standard 13: Learning

Complaints

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

Inspection and grading history

Date	Type	Gradings	
17 Oct 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
31 Mar 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
11 Nov 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
14 Nov 2013	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
12 Jun 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
27 Jun 2012	Unannounced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	4 - Good
		Management and leadership	3 - Adequate
20 Dec 2010	Unannounced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
24 Aug 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
3 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
5 Oct 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	3 - Adequate
		Management and leadership	4 - Good
17 Feb 2009	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
19 Sep 2008	Announced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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