

# Tanglewood Care Home Service

Biggar

**Type of inspection:**  
Unannounced

**Completed on:**  
5 April 2019

**Service provided by:**  
Partners In Care Ltd

**Service provider number:**  
SP2007008923

**Service no:**  
CS2007144754

## 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 has been registered with the Care Inspectorate since 1 April 2011.

Tanglewood is registered with the Care Inspectorate to provide a care home service for up to three children and young people. The service is based in Abington, South Lanarkshire and is operated by 'Partners in Care'.

The objectives of the service include:

- Ensuring that all children and young people feel safe, secure and cared for.
- Working closely with young people in developing strategies to assist them in working through some of their difficulties and support them in coming to terms with their past.
- Providing opportunities and challenges, enabling each young person to develop in confidence, self-worth, and the responsible exercise of personal rights and to respect the rights of others.
- Assisting each young person to settle, stabilise their behaviour and allowing them the time, opportunity and support to make decisions about their future.

Within the Statement of Purpose, the service states that it offers planned and emergency placements, considered dependent upon the needs of the young person referred and the compatibility and needs of the existing resident group. Placements offered can be short, medium or long-term.

### Conditions of Registration

1. To provide a care service to a maximum of 3 children and young people.
2. To comply with the current staffing schedules attached dated 19 January 2010 which must be displayed together with the certificate.

## What people told us

We issued three care standard questionnaires to give to young people and we received three responses. All three young people strongly agreed they are well looked after in Tanglewood and staff understand things that are important to them. One young person said "I think they do things fairly and safely. I love my staff members and managers".

During the inspection there were three young people living in the service. One young person spoke with us during the inspection. While one young person expressed their views throughout the day at mealtimes and during activities including baking. This inspection took place during school holidays and young people were enjoying their relaxation time. Comments included:

"I like my activities"

"There is nothing to improve"

"We celebrate by giving each other hugs"

"I like living here cause they keep me safe"

"They have helped to keep me safe"

"The most annoying thing about staying here is the distance between me and my family"  
 "The manager is 100%"

One young person told us they had completed fire warden training and is the fire officer for young people along with a staff member. The young person was proud of their achievements in completing the training. They also support other houses with joinery and building furniture. This has developed life skills for the future for this young person.

Young people told us they feel listened too and their views respected. This was evident in care plans when one young person asked to change their keyworker and was listened to and the keyworker was changed to another staff member.

## 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 for young people living there. We found clear strengths in supporting positive outcomes for young people.

We found the manager had created a positive, person centred culture in the environment. We saw evidence of this in the interactions between staff, young people and the managers. We were advised by staff that they found the management team approachable and hands on. This included the external manager who young people and staff knew well as they were a regular visitor to the house. We saw supportive relationships with young people during the inspection, there was lots of fun and laughter which created a warm, relaxed atmosphere.

During inspection we saw care plans were updated with young people's involvement. There were regular analysis of incidents which updated the care plan and risk assessment. Staff told us they used the results of the analysis to engage with young people and improve on the care they provided.

Through speaking with staff and young people we were told young people are encouraged to reach their full potential. There was a strong focus within the service of supporting young people's achievements. Through reading care plans we saw all young people were engaged in school and local enterprises including Duke of Edinburgh and ASDAN awards which provide training and skills for future employment. Young people had achieved good outcomes in relation to school attendance and improvements were recorded in their care plan. This boosted young people's confidence and emotional wellbeing.

Staff encouraged young people to have healthy lifestyles and provided gym memberships and were included in various activities in the local community. We saw from reading personal plans young people's health appointments at the dentist, GP and opticians were up to date. Young people had access to specialist mental health services if required, including an external counselling service for young people.

We read supervision records and found supervision was frequent and reflective. We found young people's views were sought about staff and were recorded and discussed in these sessions. Training records were updated and staff were all CALM accredited.

We saw advocacy involvement was provided by Who Cares? Scotland who met regularly with young people and supported them to raise any issues. Through discussion with the manager we found the service actively supports advocacy involvement.

Young people were included throughout the recruitment process of new staff. We were encouraged to see that young people provided feedback following new staff shadow shifts which helped to underpin the very good induction process.

We looked at child protection and were satisfied with the procedures and practice in place to ensure service users were protected. Not all staff have completed child protection and child sexual exploitation training. The manager has assured us the remaining staff will have access to this training.

The house was in a very good state of decoration and repair. The rooms were large and the kitchen and dining room provided a community space for staff and young people to get together. One young person showed us their bedroom which was spacious with a double bed which they liked. They also told us they were encouraged to personalise their own bedrooms, to make them homely and comfortable to meet their needs.

The house had a large garden which provide outdoor fun and physical exercise for young people. Staff encouraged young people to be active through various activities including gymnastics, cycling, boxing and horse-riding. We saw staff helped young people maintain a vegetable patch and flowers. Young people were involved in keeping the garden area tidy and helped paint fences, sanded and painted outdoor furniture. This service was strong in providing life skills for young people when they move on. We found there was a strong focus on providing stimulation for young people to be healthy and active.

There was compliance with statutory maintenance checks and daily health and safety checks were carried out by staff. Repairs were carried out promptly and overall we found the house in a very good condition. The services risk management systems worked very well on the whole to minimise harm to young people; including food safety practices.

Young people are encouraged to plan meals and learn to cook which promoted life skills. During inspection we seen food was nutritional and young people enjoyed tasting new food cooked by staff. There was a strong culture of including young people in food purchasing, food choices and planning meals to eat together. During the inspection young people were involved in baking, cooking the lunch and evening meal. We joined young people for lunch and dinner which was relaxed with lots of conversation and laughter.

## What the service could do better

There was a slight improvement to be made with young people's meetings. We read minutes where staff had discussed their own agenda about some issues in the house. Due to the high level of participation and inclusive practice in the house we suggested the meetings be used for only young people's agenda. The manager has agreed to take this forward.

We asked if the suggestion box could be checked more than the three month period at present. The manager will discuss this with the external manager who is responsible for checking the box.

## 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
5 Apr 2018	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 5 - Very good
7 Apr 2017	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 4 - Good Not assessed
21 Apr 2016	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good 4 - Good 4 - Good
6 May 2015	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good 4 - Good 4 - Good
11 Jun 2014	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good 5 - Very good 5 - Very good
26 Jun 2013	Unannounced	Care and support Environment Staffing 5 - Very good 5 - Very good 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
4 Mar 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
25 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
31 May 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 3 - Adequate
2 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
5 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
10 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
3 Nov 2008	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 3 - Adequate

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