

# Coblehaugh Children's Home Care Home Service

Inverurie

**Type of inspection:**  
Unannounced

**Completed on:**  
26 June 2019

**Service provided by:**  
Aberdeenshire Council

**Service provider number:**  
SP2003000029

**Service no:**  
CS2003000298

## About the service

Coblehaugh Children's Home provides a care home service for up to six children and young people. It is a modern, detached building in Port Elphinstone, near Inverurie, owned and operated by Aberdeenshire Council.

The service state that they "firmly believe that Coblehaugh can and should be a positive choice of placement for young people who are looked after away from home" and that they are "committed to the principles of GIRFEC and aim to ensure that young people are fully supported as they grow and develop to become successful learners, confident individuals, effective contributors, and responsible citizens".

This service has been registered since April 2002.

## What people told us

Six young people lived at Coblehaugh at the time of the inspection. Five were present at various points of the inspection and spoke with the inspector, individually and informally. The inspector also joined young people, and staff at mealtimes.

Six young people returned a care standards questionnaire (CSQ) to the Care Inspectorate prior to the visit. In response to the question "Overall I am happy with the quality of care I get here?" one young person strongly agreed, three agreed, one was between agreed and disagree, and one stated 'not applicable'. One young person added the comment: "Staff treat me with the respect I should have and are sympathetic of my past and what is going on in my life at this time. They treat me maturely and acknowledge my high maturity levels. Staff are overall kind and understanding towards me and my feelings".

Young people were largely positive about life at Coblehaugh. They described positive relationships with staff and a generally settled house. Most were able to describe very positive progress they had made in education, and for many, in their relationships with the significant people in their lives. While not all of the young people enjoyed each others company they had found ways to manage this.

Six social workers were asked to provide feedback about the service. Unfortunately none responded to the request.

## Self assessment

No self assessment was requested by the Care Inspectorate this inspection year.

## 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	not assessed

## What the service does well

Staff spoke with genuine warmth and compassion for young people they cared for. They knew them well, spoke proudly of their achievements and shared their aspirations for their future. Young people had positive, meaningful relationships with most staff, who understood their individual strengths and support needs.

Support plans and risk management strategies were in place. These reflected young people's needs and wishes and identified strategies of support. Plans were SMART (specific, measurable, achievable, reasonable, time-specific) and regularly reviewed with a fortnightly synopsis providing information and assessment.

Support to develop and maintain positive physical and mental health was very good. There were very positive examples of young people accessing healthcare services which had made a really positive and lasting impact to their wellbeing. Good diet, exercise and a healthy sleep routine were encouraged, with young people following their own hobbies and interests. Child protection procedures were in place with staff trained and knowledgeable about keeping young people safe, and supporting them to keep themselves safe. Where young people required medication this was stored and administered effectively.

Young people's progress in education was exceptionally good. At this, and previous inspections, there was a significant improvement in attendance and attainment. Positive links with key staff at schools supported achievement, with a learning culture which demonstrated the importance of education.

Staff understood the importance of family relationships and supported contact and involvement. Wherever possible, family members were included and involved in their child's care. Communication between key staff and significant family members was good.

Young people were encouraged to share their views in a range of different ways. Informal settings such as mealtimes were used for group discussion and planning about day-to-day things (such as activities) with more individual discussion in keyworking meetings, via the wellbeing surveys and through formal groups the local authority helped to involve young people in key discussion and decisions. Young people were aware of the Children's Rights service and how they could access their support. Throughout the inspection it was clear that the views of young people were central to decision-making and that they were confident in sharing their views.

Young people benefited from a well qualified, experienced and stable staff team. There was a strong culture of reflection and learning and an interest in new and best practice. Staff had the professional knowledge and skills to understand young people's needs. A framework of support and training was in place to promote positive practice and professional development. These included team meetings, development days, formal and informal peer and managerial support and supervision and annual appraisal.

Staff retention and morale was very high. Staff described themselves as supportive and well supported and afforded the opportunity and trust to make significant decisions. All of the team demonstrated a real commitment to providing the best possible care and support to the young people they looked after.

## What the service could do better

As described above risk assessment and planning was good. Some consideration could be given to how the discussion with young people and their views could be reflected in their plans and risk assessment (however, there is no question that they are involved in planning and assessment).

At the inspection feedback the inspector discussed the established practice of using monetary fines as a sanction. The inspector shared their view that this is not a supportive response. The managers stated that this was used only after a young person was given numerous opportunities to respond to a request.

A procedure should be established to ensure that following serious incidents, a critical review and analysis of any learning is carried out immediately. This was fully discussed with the managers.

## 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

#### Recommendation 1

Incidents should also be notified to the Care Inspectorate as detailed in the Care Inspectorate publication 'Records that all registered care services (excluding childminding) must keep and guidance on notification reporting'.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'I experience high quality care and support based on relevant evidence, guidance and best practice'. (HSCS 4.11)

**This recommendation was made on 25 July 2018.**

#### Action taken on previous recommendation

Not all incidents had been notified to the Care Inspectorate, however, this was a genuine error (attempts had been made) therefore this recommendation will be deemed as met.

### Inspection and grading history

Date	Type	Gradings
25 Jul 2018	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
12 Jul 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
22 Apr 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
4 May 2015	Unannounced	Care and support 4 - Good Environment 5 - Very good

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
10 Apr 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
10 Apr 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
25 May 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
22 Dec 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
19 Oct 2010	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
12 Feb 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
4 Aug 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Jan 2009	Unannounced	Care and support	4 - Good
		Environment	Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	Not assessed 3 - Adequate
21 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 3 - Adequate

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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