

Scalloway Park Children's Home Care Home Service

Fraserburgh

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Unannounced

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Aberdeenshire Council

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About the service

Scalloway Park Children's Home operates from a large purpose-built detached house, situated in a residential area on the outskirts of Fraserburgh. The service is owned and operated by Aberdeenshire Council as part of their social work services for children and young people. The service can provide support to a maximum of six children and young people.

The mission statement of the service states their intention:

'To work in a child-centred way, ensuring all aspects of care and wellbeing of a young person are met. We will provide an environment which is safe and nurturing, which promotes and encourages the young people to feel respected, included and responsible, achieving their best possible outcomes.'

The service has been registered since April 2002.

What people told us

All four of the young people who lived at the service were in at various points of the inspection, and spoke to the inspector individually, and more generally when the inspector joined the household at mealtime.

Young people were very positive about life at Scalloway Park and the people who cared for them. They felt involved in the life of the house and generally felt that most of the expectations were reasonable, however, were able to discuss some which they felt were unreasonable and which they didn't understand the purpose of. All young people were able to describe hobbies and activities they were involved in and contact with friends and family. There were key staff who they trusted and could discuss things with, and could recognise the progress they were making in their lives.

Two social workers returned written feedback about the service. This was all very positive - including comments about a high level of care and support, positive relationships between young people and staff, a skilled, knowledgeable staff group and about communication with staff and the manager. Some comments included:

".. had the best of care as the staff have developed a great relationship with him and they continuously think of new ideas for (them) to develop skills and confidence".

"The staff team appeared to have a good awareness of the needs of each client being supported by the service. There is a key working system with good, clear guidance offered to other staff members by the key worker who were then able to follow through on it consistently".

"Scalloway Park offers an excellent service to the young people living there".

How well do we support children and young people's wellbeing?

5 - Very Good

Young people had positive, meaningful relationships with staff who understood their individual strengths and support needs, who wanted them to do well, and who proudly shared their progress and achievements.

Observation and discussion with staff and young people demonstrated warm, compassionate care from staff.

There was a real culture of ambition, with young people supported to get the most out of life. Young people were doing exceptionally well in education. Attendance and attainment was very good, with all young people in full-time education at school or college. This was well supported by the staff team who had developed positive relationships with local schools, leading to good support and positive outcomes. Outwith school all of the young people were involved in hobbies and interests of their choice. Most were also in paid or voluntary employment, contributing to the wider community and developing skills for life.

Young people were supported to establish and maintain good physical and mental health. This included involvement with healthcare professionals, including specialist services, and also encouraging good diet, exercise and following interests and hobbies. Where young people required medication this was stored and administered effectively. Robust safeguarding procedures were in place with staff trained and knowledgeable about keeping young people safe, and informing and encouraging them how to keep themselves safe.

Young people were aware of local and National advocacy services, how to contact them and how to be involved in groups and activities.

Young people were involved in the 'life of the house'. They were supported to develop important life skills through negotiation and forward planning and in developing self-care skills such as menu planning and cooking. All of the young people helped around the house, and were part of the planning for activities such as trips away during the school holidays.

Young people generally benefitted from a high level of structure and high but realistic expectations. Their views and opinions were important with formal and informal ways these were shared, both individually and as a group. Important relationships were promoted with young people describing improved and restored relationships with family members.

Young people benefitted from a consistent approach, however, some felt that there were rules which were unnecessary, institutionalised and irrelevant to them individually, and to the current group. They were able to give examples which did appear to need further discussion within the team, and further explanation (to young people) should the team feel they are relevant and necessary. It is suggested that the team take the opportunity to discuss all of the expectations of the household and whether these promote a positive living environment.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

4 - Good

Comprehensive systems were in place to ensure that important information was known about young people prior to their move to the service. Flowcharts, checklists and guidance ensured that key information and documentation were in place and available to staff.

At the time of the inspection, staff at the service were preparing for young people to move in.

In addition to the above, a plan had been agreed to reduce the anxiety young people might experience. This included a visit to meet staff and other young people and an agreed timescale for the move.

Key staff completed comprehensive high quality reports, assessments and monthly chronologies. Information was current, used the resilience matrix to identify strengths and provided an analysis of what the information meant for the young person.

All of the young people had support plans and risk assessments which were regularly reviewed.

Young people also had a range of contracts and agreements they signed and planners which detailed their activities for the week and any support they would need to ensure these were successful. Whilst providing some key information and targets for young people, too much of the information had a strong organisational and generic emphasis, and while signed by young people were often not written in language which they would understand.

Strategies of support would be improved by being more specific and provide direct guidance rather than reference other documentation. Various contracts and agreements could be incorporated into support plans, or be reviewed to determine whether they were required at all. Some contracts and agreements did not reflect the supportive nurturing environment of the service with a strong emphasis on sanctions and consequences. It would also be beneficial to young people that their progress be recognised by the removal of older information which is no longer relevant to their care and support.

Young people completed wellbeing surveys where they considered how well they felt they were achieving against the SHANARRI wellbeing indicators (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included). Young people were generally very positive about the progress they were making, with some adding particularly insightful comments about this.

Complaints

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

Detailed evaluations

How well do we support children and young people's wellbeing?	5 - Very Good
1.1 Children and young people experience compassion, dignity and respect	5 - Very Good
1.2 Children and young people get the most out of life	5 - Very Good
1.3 Children and young people's health benefits from their care and support they experience	5 - Very Good

How well is our care and support planned?	4 - Good
5.1 Assessment and care planning reflects children and young people's needs and wishes	4 - Good

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