

# Granby Avenue Care Home Service

Livingston

**Type of inspection:**  
Unannounced

**Completed on:**  
30 September 2019

**Service provided by:**  
Moore House School Ltd

**Service provider number:**  
SP2003002628

**Service no:**  
CS2005087031

## About the service

Granby Avenue is registered to provide care and support to a maximum of six children and young people, both male and female, aged 8 years to 18 years.

The service consists of two houses. Each house can accommodate three young people.

At the inspection five young people were living within the service.

## What people told us

We spoke with five young people during the inspection. Their views are reflected in the content of this report.

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

4 - Good

Since the last inspection the service has cared for seven young people over the two houses. For four of these young people this has been their home as part of a long-term agreed placement. For two young people it became clear that the service was not going to be able to meet their care needs at this time. For one of these we saw a well-managed ending which saw a positive transition to another service. For one other young person they have moved into the service more recently in a planned transition from another Moore House service.

From all of the evidence we considered we were satisfied that the service has always remained focused on the young people in their care. Those we spoke with during the inspection reported on the development of relationships between young people and staff and how this ensures that young people have adults they can speak with and know that they are going to be treated with respect.

We were also satisfied that one comment noting that young people are always treated with 'kindness', even when managing challenging behaviours, was reflective of a culture of practice. The service wants staff to connect with young people, understand the reasons for behaviours and looks for ways of having an impact or influence on the young people.

We saw good evidence of the views of young people being sought and used on a regular basis. This was reflected in day-to-day decisions but we also saw through records of young people's meetings and heard from staff and young people how they have influenced decisions and plans made around the environment. A recurring theme in discussions with young people (and in the records we viewed) was some dissatisfaction around house rules. We recognised routines and predictability of structure was a key strength of the service but we would urge the service to continue to consult with young people on these, especially as they get older and need to have more opportunities to increase their responsibility and self-care.

A significant change over the last three months has been the reduction in the use of physical restraint. This had been a regular occurrence and we were concerned that this was also understated in the reporting systems used. We also saw that there was some internal concern about the effectiveness of the approach used. The service trains all staff in the use of specific restraint techniques. Whilst the recent reduction in

restraint is a good outcome, the service needs to ensure that there is a clear understanding of why this has reduced so that this improvement is sustained. We will review progress at the next inspection, including improvements in recording.

Matching young people with others who have been in placement for a long time can be very difficult. It was clear from what we have seen during this inspection that there was a significant impact on one of the houses following a planned placement from another Moore House service. The short-term outcomes from this have been largely negative with young people experiencing volatility and aggression both directly and as part of their domestic life. The service should consider what it needs to do to ensure that the best information is available for those who make decisions. This will include a reflection on the impact of this most recent placement. It is too early to tell about longer term impacts but we were satisfied that the relationships with staff have been maintained and the nurture this has provided has clearly helped a 're-settling' in this individual house.

We saw evidence of a very well-managed transition to another service for one young person. This enabled the ending to be as positive as possible and it also allowed for the continuation of key relationships with staff. The service should be proud of the work they did to support this move, working closely with other professionals and providers, involving staff and young people, recognising the importance of this event. We would urge the service to learn from this experience to influence future practice around endings.

Although the experiences for a specific period since the last inspection were negative, the larger picture for the houses is that they have enabled young people to make connections in the community and this will help them feel included and support transitions in the future. Staff were all very articulate about the importance of this engagement in the community.

There is no denying the effort made by staff to engage young people and to encourage them to be as active as they can be. We specifically heard a lot about the involvement of young people in local football teams ensuring that young people are included and involved in their community. The young people in this service have benefited from a planned and structured approach to leisure and holiday times and have benefited from the willingness and commitment of staff to give young people new experiences. We heard of further plans for this, utilising the individual experiences staff also bring to the service.

Connection with family has also been well supported and has been sustained even where these relationships have been tested. The importance of family relationships ongoing is of course important for the interdependence we would want for young people.

The young people in both houses have been well engaged in education and where appropriate other working experiences. This is a key strength of the service and we heard staff speak well of the aspirations they have for the young people and what they had already achieved.

The involvement of the PSI team in assessing young people and providing direction on strategies for working with young people is a positive resource for the young people living in the service. The planning systems discussed at question five are well established and this has ensured that areas around health and wellbeing are properly addressed.

There was good evidence of food and healthy eating being part of life in the service, with specific individual challenges, and this is helped by the commitment of staff to ensuring that some young people have a varied experience of food, are involved in planning and preparation.

The impact of life experiences on young people living in the service and the ongoing difficulties they have in different aspects of their lives was part of almost all of the conversations we had with staff and we saw good evidence of this understanding being reflected in approaches used. We were also satisfied that staff were aware of the impact of mental health and developmental difficulties on the experience of young people and how they needed to care for them. In this area we felt that the service benefited from strong leadership and the modelling of longer served staff. However there were self identified gaps in knowledge within the team which were reflected somewhat in plans. We will look at the delivery of these training plans for staff at the next inspection to see the impact.

The service we inspected bore a good resemblance to the stated aims and objectives and we were satisfied that the work is underpinned by evidence based approaches which are well understood by staff.

## 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?

**5 - Very Good**

Systems for assessment and care planning are well established. The assessments we viewed or heard about are mostly up to date and those that are outstanding reflect the difficulty of engaging external resources. One area which the service should consider developing is the assessment of impact where young people are being placed in the service. It may be helpful to consider the use of a formal, dynamic outline of current residents and what the potential impact of placement could be.

In the files we considered we saw mixed involvement of young people, strongest within the formal Care Plan Development Meeting (CPDM) processes. We were satisfied through other evidence that staff are committed to listening to the young people. Additionally there was more generally strong evidence of the involvement of young people in their care experience. This reflects well on a well embedded culture of listening to young people.

Family and other professionals both reported positively on how the service involves them and we saw some evidence of SWs taking a part in the CPDM process but for some this appeared more of a 'single agency' care plan discussion.

The files were well presented and easy read. The shortened 'induction' version for new staff was helpful, as was the positive information about achievements and good guidance around family contact.

Records of incidents are noted in a separate system and while we found all incidents reported as advised we did feel that the presentation of 'day long' events could potentially distort the overview of important events like restraint. It was also potentially misleading that the information contained in the section around debriefing was overstating the involvement of young people in these discussions. We heard of plans to improve debriefing for young people and we will look at this again at the next inspection.

All of the staff we spoke with able to articulate a good understanding about the individual plans for young people and what the focus of their work was. Key workers were most confident in outlining the care plans for young people speaking with great detail and articulating a strong sense of the purposefulness of plans.

We were confident from discussions with staff and the files we looked at that care planning is an area of strength for the service. More importantly plans were being successfully implemented, we saw that most of the young people were consistently achieving good outcomes consistent with the ambition of their plans.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

The service should work to its own improvement plan as identified within the environmental audit of each house. Pictures and photographs should be displayed.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that 'My environment is secure and safe.' (HSCS 5.17), 'My environment is relaxed, welcoming, peaceful and free from avoidable and intrusive noise and smells'. (HSCS 5.18), 'I have enough physical space to meet my needs and wishes.' (HSCS 5.20), 'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices.' (HSCS 5.21) and 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.22).

This area for improvement was made on 9 December 2019.

## Action taken since then

An environment improvement plan has been developed to meet this area for improvement and we found that this had been fully implemented. We saw good evidence of the environment being looked after, well maintained and young people having their voice heard in this.

## 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).

## Detailed evaluations

How well do we support children and young people's wellbeing?	4 - Good
1.1 Children and young people experience compassion, dignity and respect	4 - 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	4 - Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects children and young people's needs and wishes	5 - Very Good

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