Broomfield Crescent Residential Children's Unit
Care Home Service

14 Broomfield Crescent
Balornock
Glasgow
G21 3HA

Telephone: 0141 276 8477

Type of inspection:
Unannounced

Completed on:
4 October 2019

Service provided by:
Glasgow City Council

Service provider number:
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Service no:
CS2003001070
About the service

Broomfield Crescent Residential House is a purpose built house in the Barmulloch area of Glasgow. It is a residential care home for children and young people who are looked after and accommodated by Glasgow City Council. It is on two levels and the accommodation comprises:

* Eight en suite bedrooms
* Two lounges, both with televisions
* A large dining kitchen
* One toilet
* One bathroom
* An office
* A large garden
* A laundry room.

The house is very well presented, with staff and young people taking a pride in their environment. Eight young people were resident within the service at the time of inspection.

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

What people told us

During this inspection we spoke with four young people and we observed a further three during interactions with staff and mealtimes. We also received two completed care standard questionnaires. Feedback we received was overwhelmingly positive and some comments included:

“I really like living here, it is my home”

“I feel safe. Staff always check on me”

“I feel safer at Broomfield and know that the staff care for me and worry about me”

“I can now see that I can have a good future”

“I like it here, the staff are friendly”

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent.

<table>
<thead>
<tr>
<th>How well do we support children and young people’s wellbeing?</th>
<th>5 - Very Good</th>
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</thead>
<tbody>
<tr>
<td>How good is our leadership?</td>
<td>not assessed</td>
</tr>
</tbody>
</table>
How good is our staffing?  
not assessed

How good is our setting?  
not assessed

How well is our care and support planned?  
4 - Good

Further details on the particular areas inspected are provided at the end of this report.

**How well do we support children and young people’s wellbeing?**  
5 - Very Good

During this inspection we found evidence that staff were caring and warm and provided a stable and nurturing place for young people to live. The safe and welcoming environment supported young people to be comfortable and at ease and we observed a calm and relaxed atmosphere throughout our visit. When we spoke with staff they demonstrated that they knew the young people well. This helped young people develop meaningful and secure relationships based on empathy, compassion, love and fun. Young people told us they felt confident and comfortable approaching any member of staff for support and that they had developed positive and caring relationships.

There was a use of appropriate humour and evidence of affection in interactions with young people which evidenced respect and individual knowledge of young people.

One social worker told us that they were always made to feel welcome and we were told that due to the support provided by staff, the young person now has aspirations for her future.

We found that young people had access to a range of independent advocacy services and evidence showed that good communication supported multi-disciplinary interventions.

Young people told us that they were encouraged to participate in a range of activities and community events and photographic evidence was seen in young people’s files and throughout the house.

We were pleased to hear that a number of ex-residents maintain contact with the staff and on occasion visit for dinner. We heard of a number of very positive outcomes for residents who have left within the last year and feedback, sought by the service, indicated that young people attributed their progress to the support and care provided by the staff team.

Young people were being well supported to get the most out of life with one young person telling us she now believes she can succeed in whatever she does in the future.

Young people were able to go out with their families and friends when this was appropriate. Staff had developed supportive relationships with family which enabled young people to maintain relationships. We saw from one young person’s file that the service was proactive in supporting meaningful family contact which was respectful of his wishes and needs.
Young people overwhelmingly told us they felt safe. Staff had a very good understanding of how to protect young people from harm and this was evidenced in significant reductions in risk taking behaviours of some young people. Reports and discussions with social workers confirmed these findings. Young people were encouraged to develop the skills and knowledge to understand risk and make informed decisions to make their lives as safe as possible. Detailed, up to date risk assessments were in place for all young people. We found clear recognition from a number of sources, that the staff commitment to young people has been crucial to improved outcomes.

Staff were aware of best practice in relation to child protection, including sexual exploitation and we were satisfied that child protection procedures were being followed.

All young people were registered with the appropriate healthcare professionals. We noted that where there were concerns, the staff were able to consult with appropriate team to gain advice and guidance to inform future practice and care. Young people were supported to attend appointments and encouraged to do this independently. We observed that there was a good choice of healthy food and young people we spoke with told us that they thought the food was ‘very good’.

Medication was stored in a safe place and was managed well by staff and an accurate account recorded when administered.

**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

We were reassured to find that there was a detailed placement care plan in place for all young people. Evidence of review was apparent and placement care plans were drawn up after an assessment of need and risk was carried out. Care plans were based on the SHANARRI (safe, healthy, achieving, nurtured, active, responsible, respected and included) wellbeing indicators from Getting it Right For Every Child (GIRFEC).

We also saw that there were individual documents linked to risk assessment and management of challenging behaviour which supported safe, respectful and healthy outcomes for young people.

Staff in the service regularly reviewed and updated the plans taking into account any change in...
circumstances. There was evidence of good co-ordination between the service and other agencies in respect of safeguarding matters and supporting young people to achieve positive outcomes.

There was consistent use of well-being webs, however, we found that the information from these could have been better integrated into placement plans. We have asked the manager to review the use of wellbeing webs to ensure all views are evident and that discussions are recorded.

In recent weeks the service have implemented a new format for their care plans. Those we did see were positive and detailed and the use of these will be reviewed fully in the next inspection.

Whilst young people we spoke with were aware that there was a care plan in place, we saw little evidence of the participation of young people in these plans and have asked the service to consider how they improve this.

We found that a number of care plans lacked detail and clarity about outcomes and there was repetitive information contained in care plans from month to month. We asked the service to review each care plan to ensure that goals are SMART (specific, measurable, achievable, realistic and time-bound). This would enable staff to be clearer about how to support young people to achieve their individual goals and aspirations.

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

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<tr>
<th>How well do we support children and young people’s wellbeing?</th>
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<tbody>
<tr>
<td>1.1 Children and young people experience compassion, dignity and respect</td>
<td>5 - Very Good</td>
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<tr>
<td>1.2 Children and young people get the most out of life</td>
<td>5 - Very Good</td>
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<tr>
<td>1.3 Children and young people’s health benefits from their care and support they experience</td>
<td>5 - Very Good</td>
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<tr>
<th>How well is our care and support planned?</th>
<th>4 - Good</th>
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<tbody>
<tr>
<td>5.1 Assessment and care planning reflects children and young people’s needs and wishes</td>
<td>4 - Good</td>
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