Northfield Young Peoples Centre
Care Home Service

34 Northfield Drive
Edinburgh
EH8 7RP

Telephone: 0131 661 3076

Type of inspection: Unannounced

Completed on: 12 September 2019

Service provided by: City of Edinburgh Council
Service provider number: SP2003002576

Service no: CS2003010923
Northfield Young Peoples Centre is a care home for children and young people provided by City of Edinburgh Council.

The service is registered to care for seven young people aged between 12 and 18 years. Young people can come to live there on a planned or emergency basis. Eight young people were living in the service when we visited, with one young person having moved in recently on an emergency basis. The service is located within a housing estate in the north-east of Edinburgh and is close to local amenities and transport links.

One of the aims of the service is "by working in partnership with children and their families we strive to enable young people to maximise their potential."

The service’s mission statement reads: “To provide care and support and a nurturing experience for young people aged 12 to 18 years. Our underpinning theoretical framework is informed by dyadic developmental psychotherapy, child development, trauma informed and resilience based practice.”

This service has been registered since 2002.

We spoke to seven young people during our inspection visit. Overall, young people told us they felt happy in the service. Several young people told us that the house had been more settled over recent months and that they had the important things they need in life.

Young people told us:

“I feel loved.”

“I sometimes feel listened to.”

“The newer staff are more willing to do things, baking and playing games.”

“They listen to our complaints but it takes a long time for them to do anything about it.”

“We get encouraged to go to the gym but get told we are old enough to go ourselves, but sometimes we just want to be chummed.”

“We are not allowed pets.”

“I am very happy here now, it has been better over the last few months.”

“I asked about turning the small room into a gym but staff said there was no money for equipment.”

“They ask us for ideas about decoration and then do the opposite, that’s why the hall looks like a prison.”

“Staff support me to go to appointments and to try new things.”

“I have seen my care plan and I feel part of it.”
“Staff organise trips and movie nights.”

“I don’t like the address, calling it a Young Peoples Centre makes us stand out, it should just be called 34 Northfield Drive like anybody else’s home address.”

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

| How well do we support children and young people’s wellbeing? | 3 - Adequate |
| How good is our leadership? | not assessed |
| How good is our staffing? | not assessed |
| How good is our setting? | not assessed |
| How well is our care and support planned? | 3 - Adequate |

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? 3 - Adequate

We looked at how well young people experienced compassion, dignity and respect and found that young people had mixed experiences. All young people told us they felt safe and that most adults supported them to feel well cared for and nurtured. However, some young people had not always experienced feeling safe due to some of the challenges of group living. We were told this had improved over recent months. Others told us they had not always experienced a respectful approach from all staff. For example, in the way they were spoken to, when rooms checks were being carried out or at other times on occasions when personal belongings had been removed. We encouraged the service to ensure consistently high quality relationship based care through coaching and training for all adults within the service. See area for improvement 1.

When we looked at records we saw that young people were encouraged to complain when necessary and that complaints were taken seriously by the manager. This had led to some young people receiving an apology and we encouraged the service to continue to listen carefully to young people in this way.
Young people's sense of dignity was increased through being able to personalise their own bedrooms and having their own belongings with them. However, one young person did not have enough space to keep her belongings in her room; the service had made several attempts to store them in places available in the building, which were secure. The young person was unhappy with their location and at the time of inspection they had been moved to an unsuitable location in the building. The manager agreed to find alternative storage and agreed to offering the young person a larger room when available. Overall, strengths in this area were having a positive impact on young people’s experiences and improvements were needed to maximise well being to ensure consistently positive experiences. We evaluated quality indicator 1.1 as good.

We looked at how well young people were being supported to get the most out of life. We found that young people were encouraged to make positive decisions both in their day to day lives and also in relation to longer term choices, goals and aspirations. People we spoke to including young people’s relatives and social workers confirmed that most young people were achieving in a range of ways such as work, college, school, learning to drive or catching buses independently. Most young people had enjoyed a short summer holiday or planned activities and all of this had led to a generally more settled home life. However, we found that some young people had been involved in incidents which were not positive for them. We encouraged the service to continue to support young people to reduce harmful incidents and to promote better experiences and longer term outcomes. See area for improvement 2. Overall, strengths in this area were having a positive impact on young people’s experiences. However, improvements were needed to maximise well being to ensure consistently positive experiences. We evaluated quality indicator 1.2 as good.

We looked at how well young people’s health was benefiting from the care and support they received. We found that most young people were as healthy and active as possible and all were being supported. Positive mental health was acknowledged as a priority and we saw that adults encouraged young people to develop good routines, for example around sleeping and meal times and engaging in fun activities and hobbies. Records we looked at confirmed there were good arrangements for supporting administration of medication. We observed young people taking increasing responsibility for themselves by doing their own shopping, cooking and laundry and this was something they felt proud about. However, we found that for a few young people, their health was not benefiting. These young people told us that they needed more support and we asked the manager to ensure those young people had access to specialist advice and support to improve their health and longer term health outcomes. See requirement 1. Overall, we found that strengths were just outweighing weaknesses. We evaluated quality indicator 1.3 as adequate.

Requirements
1. City of Edinburgh Council must improve the care and support offered to enable young people’s health to improve. To do this the provider must ensure that:
- young people and staff have access to support and advice from a full range of health and fitness specialists including tobacco prevention, physical fitness, dietician and nutritionist
- young people’s plans clearly set out their needs in relation to achieving maximum health and their plans identify the expectations of all staff in supporting them to achieve this
- menu plans and food prepared by the cook and staff are healthy and nutritious.

This is necessary in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - Regulation 4(1)(a) - Welfare of Users.
In making this requirement, account has been taken of the Health and Social Care Standard 1.15 which states “My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met as well as my wishes and choices.” and 1.28 “I am supported to make informed lifestyle choices affecting my health and wellbeing, and I am helped to use relevant screening and healthcare services” and 4.27 “I experience high quality care and support because people have the necessary information and resources”.

Timescale: Within 12 weeks of receipt of this report.

**Areas for improvement**

1. The manager and staff should ensure that young people experience compassion, dignity and respect at all times through consistently high quality relationship based and trauma sensitive care and support from all staff.

   This is to ensure that the quality of care and support is consistent with the Health and Social Care Standard 3.1 which states “I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people’s attention.” 3.5 “As a child or young person, I am helped to develop a positive view of myself and to form and sustain trusting and secure relationships”.

2. To support young people to get the most out of life the manager and staff should continue to support young people to reduce harmful incidents.

   This is to ensure that the quality of care and support is consistent with the Health and Social Care Standard 3.21 which states “I am protected from harm because people are alert and respond to signs of significant deterioration in my health and well being, that I may be unhappy or at risk of harm.” and 4.27 “I experience high quality care and support because people have the necessary information and resources”.

**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?  

We looked at how well assessment and care planning reflected young people’s needs and wishes. When we looked at young people’s records we saw that personal plans and weekly planners were in place to enable regular review of planned support in accordance with changing needs, circumstances and desired outcomes. Adults in the service were aware of the plans for individual young people and this enabled them to be clearer about how to support most young people on a day to day basis.

Young people we spoke to were aware of their plans and that the adults in the service discussed progress on plans with their social workers. Young people were involved in developing their plans through reviews and discussion with key adults supporting them and they knew they could access their records.

We discussed with the managers how young people’s plans could be more dynamically directed and accessed by young people. However, for a few young people whose health was not benefiting from the care and support received, we considered that their personal plans and weekly planners needed to set out multi-agency specialist support and advice, to fully meet young people’s needs. This has impacted on our evaluation of quality in this area. See requirement 1 Key Question 1.

A real strength in the service was that one young person had chosen to stay put through Continuing Care. The young person and adults in the service confirmed this was leading to improved experiences and outcomes in many aspects of the young person's life. However, there was need for further clarity in relation to some aspects of the support being provided including in the area of finance. We encouraged the service to further develop the continuing care policy and to share this with young people so that they could be clearer about what supports they have a right to and can expect. See area for improvement 1.

Overall, we assessed that strengths in this area were just outweighing weaknesses and we evaluated quality indicator 5.1 as adequate.

Areas for improvement

1. The manager should ensure continuing care policy is further developed and shared with young people, to enable young people’s rights to be protected and promoted.

This is to ensure care planning and support is consistent with Health and Social Care Standard 2.3 which states “I am supported to understand and uphold my rights”.

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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<thead>
<tr>
<th>How well do we support children and young people’s wellbeing?</th>
<th>3 - Adequate</th>
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</thead>
<tbody>
<tr>
<td>1.1 Children and young people experience compassion, dignity and respect</td>
<td>4 - Good</td>
</tr>
<tr>
<td>1.2 Children and young people get the most out of life</td>
<td>4 - Good</td>
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<td>1.3 Children and young people’s health benefits from their care and support they experience</td>
<td>3 - Adequate</td>
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<tr>
<th>How well is our care and support planned?</th>
<th>3 - Adequate</th>
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<td>5.1 Assessment and care planning reflects children and young people’s needs and wishes</td>
<td>3 - Adequate</td>
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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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