Barnardo's Caern Project
Care Home Service

Caern House
Gogarbank
Edinburgh
EH12 9BZ

Telephone: 0131 339 8840

Type of inspection:
Unannounced

Completed on:
12 December 2019

Service provided by:
Barnardo’s 'known as' Barnardo’s
Scotland

Service no:
CS2007145138

Service provider number:
SP2003003405
About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Caern House is purpose-built and set in the Gogarbank area of Edinburgh. Within the house, there is a sensory room, as well as a playroom, large lounge and a smaller TV lounge. While the children are at Caern, staff arrange indoor activities such as arts and crafts, water play, baking and board games as well as DVDs. There is a garden with play areas and a woodland walkway close to the house for the young people to use. Staff take children and young people on outings in the wider community and to local attractions.

Young people attending Caern have a wide range of needs such as learning disabilities, autistic spectrum disorders, attention deficit hyperactivity disorder and epilepsy. At the time of our inspection, there were 35 children and young people registered with the service.

What people told us

During our inspection, we met four young people who were attending Caern house for respite. The young people had little or no verbal communication; however, we observed them to be relaxed in the company of staff and comfortable in the Caern House environment.

There were a range of communication systems being used to support young people interact with staff and express their views.

We observed young people in different contexts such as playing games with staff, spending time in the sensory room and enjoying meals in the kitchen.

We received feedback from some parents whose children attended Caern house. Their views of the service were very positive, particularly about the level of care and support children received. They also commented on the high levels of communication from staff. Below are some of the comments we received from parents.

“Their care makes him happy and helps us as a family cope going forwards.”

“They support my son with kindness, care, professionalism and excellence.”

“Overall happy and experienced good two-way communication.”

“I know that my son’s needs are being met, he is very well cared for and respected.”

“Staff go above and beyond.”
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>4 - Good</th>
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</thead>
<tbody>
<tr>
<td>How good is our leadership?</td>
<td>not assessed</td>
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<tr>
<td>How good is our staffing?</td>
<td>not assessed</td>
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<tr>
<td>How good is our setting?</td>
<td>not assessed</td>
</tr>
<tr>
<td>How well is our care and support planned?</td>
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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? 4 - Good

For this key question, we graded the service good. We found important strengths impacting positively on children and young people attending the service. Taken together, these clearly outweighed areas for improvement although we concluded some improvements were required to ensure consistently positive experiences and outcomes.

We concluded Cairn House provided a stable, nurturing place for children to stay. We observed skilled practice characterised by warmth and compassion where staff were knowledgeable about the needs of individual young people. Throughout the inspection, staff impressed us with their passion to offer nurturing care and support.

We found children and young people were included in many aspects of their support through a range of established communication practices. Picture exchange (PECS) cards, timetabling, social stories and communication through touch and music were being effectively used to stimulate and involve children and young people. We liked how different staff used the same tone and style of interaction to engage young people who required this level of consistency.

We thought children and young people had access to very high standards of physical and mental health when being supported at Caern House. We saw staff confident in the use of PEG feeding, de-escalation techniques and administering and storing medication. It was pleasing to see individual health assessments in place and staff confident and knowledgeable about the children and young people’s health needs.

We welcomed the planned improvements to the environment which are to include new shutters in bedrooms...
and we saw that sensory equipment, such as the bubble tube, required repair. It was pleasing to see outdoor improvements had been carried out following the recommendation made at our last inspection.

During this inspection year, staffing issues have impacted on young people’s experiences such as outings not taking place and the occasional respite visit cancelled. We saw that agency staff have been used to cover shifts to ensure staffing ratios are safe.

We looked at child protection procedures and practice and were satisfied these were robust enough to ensure children and young people were protected from harm. However, we thought that, following some recent investigations into staff practice issues, the decision-making process and lessons learned could have been clearer to ensure the highest levels of transparency and accountability.

Areas for improvement

1. Investigations following practice concerns should clearly outline the decision-making process from beginning to conclusion. This should include written outcomes from the investigation stating why decisions have been made and the lessons learned for future practice.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: ‘I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.’ (NHCS 4.18)

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

For this key question we graded the service good.

We concluded care planning was being implemented to a high standard at Caern house. Visits were planned through effective links with parents, carers and external professionals such as schools, social work and Learning Disabilities CAMHS. We thought a strength was how the team worked in partnership with parents to maintain
relationships and ensure best outcomes for children. One social work team leader told us “Caern work with a high level of risk and provide an excellent level of care.”

We were confident staff knew the individual young people understood their needs. Care plans were concise, relevant and up to date. Information was highly personalised and completed in partnership with parents, carers and young people when able to do so. Written reports for social work care plan reviews were of a high standard.

The team were good at involving parents and carers before and after visits and also regarding service developments at Caern House. Written information for parents and carers new to Caern provided comprehensive and useful information.

We thought staff were confident providing the necessary practical and emotional support to children and young people and it was pleasing to see a sound range of training courses available to help build on their knowledge and skills. Effective links with external agencies enabled staff to attend learning events and offer specialist training, keeping up to date with the latest research and developments in practice. We observed staff skilfully managing a range of behaviours and when necessary, following guidance, policies and procedures.

It was pleasing to see positive steps were taken to improve the staff skills mix on shift following some reported staff practice issues. Some staff cited staff shortages as an ongoing issue and we concluded recruitment and retention should continue as a focus for service improvement. It was pleasing to see safer recruitment practices were in place and being effectively implemented at the service.

A team development day had recently taken place which started the process of reviewing service strengths and areas for improvement. We discussed with the manager the need for a service improvement plan to ensure participation and continuous improvement at Caern House.

**Areas for improvement**

1. To support continuous improvement and participation, the provider should develop a service improvement plan in consultation with all key stakeholders.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: ‘I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.’ (NHCS 4.18)

**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

<table>
<thead>
<tr>
<th>How well do we support children and young people’s wellbeing?</th>
<th>4 - Good</th>
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<tbody>
<tr>
<td>1.1 Children and young people experience compassion, dignity and respect</td>
<td>4 - Good</td>
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<tr>
<td>1.2 Children and young people get the most out of life</td>
<td>4 - 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>4 - 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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Care Inspectorate
Compass House
11 Riverside Drive
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enquiries@careinspectorate.com

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