

## Up-2-Us Care Care Home Service

Lochwinnoch

**Type of inspection:**  
Unannounced

**Completed on:**  
18 February 2020

**Service provided by:**  
Up-2-Us

**Service provider number:**  
SP2009010574

**Service no:**  
CS2009232348

## About the service

Up-2-Us Care has been registered with the Care Inspectorate since 01 April 2011.

Up-2-Us is a care home service for up to 10 children and young people. The service is provided from three houses; Shield's Holdings, Lochview (both near Lochwinnoch) and Rowans (Kilbirnie). All houses are within easy travelling distance of each other. Shield's Holdings can accommodate up to four children and young people; Lochview and Rowans can each accommodate up to three children and young people. Rowans focuses on supporting young people who are developing independence skills prior to transition into the community.

At the time of inspection, six young people were resident within the service.

The Mission Statement for the organisation is:

"Dedicated to providing bespoke continuous care and support services for vulnerable and high risk young people to assist their safe passage through their early teenage years to young adulthood and beyond".

## What people told us

During our visit we spoke with four young people who used the service. Two young people had completed care standard questionnaires we sent out prior to the inspection visit.

All young people told us that they were happy with the quality of care and support they received. Young people told us they felt safe and had good relationships with staff. They told us they had someone to talk to when needed.

Some young people told us about inconsistencies in staffing. They spoke about how they didn't like the changes and the differences in how some staff implemented boundaries and house rules

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

**3 - Adequate**

Young people developed meaningful and secure relationships with staff. Staff knew them well and were aware of individual needs. There were some inconsistencies in the implementation of boundaries. A more predictable approach would further promote a sense of security and safety in young people and ensure they benefited from a consistent culture of equity and respect.

Staff were strong advocates for young people and promoted their rights through work with other agencies. This ensured they had their voices heard and had access to services they required.

Care and support were based on individual needs and reflected the challenges young people faced; however, young people would benefit from more structured work focussed on such challenges to raise their awareness of risks such as sexual exploitation, and to develop skills for wellbeing. Additional staff training in areas such as mental health first aid and sexual health would further enhance this work.

Some young people were supported to access education and work placements providing opportunities to

experience achievement and success. Other young people would benefit from different opportunities to identify their personal goals and how to work towards achieving these. See 'How well is our care and support planned?' area for improvement 1.

We had some concerns about staff recognising and responding to some protection issues and assessed that this compromised their ability to protect young people from all forms of abuse.

This was compounded by a lack of training for staff in this area and inadequate supporting policies and procedures. Policies and procedures relating to child and adult protection and safeguarding should be reviewed and a programme of training implemented. See requirement 1.

The ethos of the service was focussed on the importance of relationships and unconditional support. This was a key strength of the service. Staff used de-escalation strategies to support young people in distress and minimised the use of physical intervention. However, we saw that not all staff who had been involved in physical interventions and restraint of young people had participated in appropriate training in restraint techniques. This had the potential for risk of harm to young people. If young people experience restraint, this should be in line with best practice and facilitated by fully trained staff. See requirement 1.

Young people played an active role in menu planning, budgeting and shopping for food. They were also supported to prepare meals for themselves and others, promoting life skills.

In conclusion, there were some strengths but these just outweighed weaknesses. Strengths may still be having a positive impact; however, key areas of performance need to improve. This resulted in an evaluation of adequate.

## Requirements

1. Within three months of the publication of this report, all policies and procedures for safeguarding, child protection and ASP should be reviewed and updated. This should be supported by a training calendar which ensures all staff have accessed the training within one year of the publication of this report.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011: Welfare of users - make proper provision for the health, welfare and safety of service users - Regulation 4(1)(a), and ensure practice is in line with the Health and Social Care Standards which state: I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11).

## How good is our leadership?

### 3 - Adequate

The service had undergone a period of significant change since the last inspection. The provider had undertaken a strategic review of the management structure within the organisation and had developed a new structure with clear roles and responsibilities for all leaders. Personnel changes had led to challenges in implementing the desired changes which resulted in a period of inconsistency in leadership across the three houses.

There were some systems in place which provided opportunities for young people to give feedback regarding their experiences. There was limited evidence of how this was used to inform improvements in how young people experienced care and support within the houses.

Some strategic development plans were in place; however, we did not see effective self-evaluation of practice in the service. Consideration should be given to the development of a robust and transparent quality assurance system for assessing the quality of the service against agreed best practice standards. See area for improvement 1.

Strategic leaders within the organisation (the Board of Directors and CEO) were fully aware of the need for change and had agreed to implement a 'root and branch' review of the service and wider organisation. The review of policies and procedures for the safeguarding and protection of young people should be a priority within this review.

A programme of support and supervision had been developed based on core competencies for all work roles across the organisation. This had been partially implemented and we will continue to monitor this at our next inspection.

In conclusion, there are some strengths but these just outweighed weaknesses. Strengths may still have a positive impact; however, improvements must be made by building on strengths and while addressing those elements which are not contributing to positive outcomes and experiences for young people. This has resulted in an evaluation of adequate.

## Areas for improvement

1. It is recommended that a robust and transparent quality assurance system should be developed and implemented.

This is to ensure practice is in line 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 (HSCS 4.19).

## 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?

**3 - Adequate**

Comprehensive assessments provided good information which was used to inform initial personal plans. Personal plans reflected individual needs of young people and were linked to the national practice model within GIRFEC policy [Getting it right for every child]. Plans were reviewed as the needs of children changed. Care should be taken to ensure written plans reflect the needs and aspirations of young people as well as the strategies to meet these. They should also accurately record progress made and dates plans are reviewed. Most young people knew they had a personal plan. Some were confident they could influence their plan by asking workers to represent their views; however, no young people had done so. The service should consider how young people are involved in the planning of their care and support.

Information within personal plans was comprehensive, however further development was needed in relation to the quality of some recording to ensure a strengths-based approach which would support a young person's sense of self. Other aspects of recording lacked analysis and did not fully explore the impact of key issues on the young person and the approaches needed to support the young person. In most cases we saw that plans were not accessible to young people. The service should consider the purpose of written records within the plans and ensure the format and review process are in line with legislation and best practice guidance. See area for improvement 1.

In conclusion, there were some strengths but these just outweighed weaknesses. Strengths may still be having a positive impact; however, key areas of performance need to improve. This resulted in an evaluation of adequate.

## 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?	3 - Adequate
1.1 Children and young people experience compassion, dignity and respect	3 - Adequate
1.2 Children and young people get the most out of life	3 - Adequate
1.3 Children and young people's health benefits from their care and support they experience	4 - Good

How good is our leadership?	3 - Adequate
2.2 Quality assurance and improvement are led well	3 - Adequate

How well is our care and support planned?	3 - Adequate
5.1 Assessment and care planning reflects children and young people's needs and wishes	3 - Adequate

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