

Curo Salus - Laurel House Care Home Service

Johnstone

Type of inspection:
Unannounced

Completed on:
12 March 2020

Service provided by:
Curo Salus Limited

Service provider number:
SP2004006972

Service no:
CS2013319767

About the service

Curo Salus - Laurel House is registered to provide a care home service for a maximum of 10 children and young people aged between five and 18 years. The house comprises of a large, detached three-storey building in Johnstone.

There are eight single en suite bedrooms on the ground and first floors and the top floor comprises of two self contained flats. These are used to support the older young people who are being prepared for independent living. There is a recreation room, lounge, and dining room as well as office spaces for staff. The house has a large enclosed back garden with patio.

Most of the young people attend Northview House School, operated by the service provider at the nearby town of Kilbarchan. Northview House School is registered by the HM Registrar for Independent Schools as a through school, in that it caters for both primary and secondary aged pupils.

Curo Salus describe their aims as:

- To equip each young person with the personal, social, and emotional learning skills to cope in a family placement, in school, and the community.
- To assist young people to form appropriate relationships in the context of a safe, nurturing, therapeutic, and healing environment.
- To assist young people to reach their full educational potential and to prepare them to move back into the community.

This service has been registered with the Care Inspectorate since 16 January 2014.

What people told us

We were able to interview all nine young people who were currently using this service. All indicated high levels of satisfaction with care that they received. Several young people commented directly that they "felt loved by staff". We observed high quality interaction with young people where staff were extremely responsive to individual needs and we saw lots of activities where young people were engaged in having fun with staff. We were able to have dinner and lunch with young people which displayed a culture where young people were able to enjoy socialising with peers and adults. The comments of young people were as follows:

- "Staff had prepared for me before I came in."
- "I out to go to activities, I like going to the swimming."
- "If I had a worry or concern, I could speak to members of staff."
- "Staff care about you; I feel loved."
- "I've not been restrained for over a year. When I was last restrained it was done safely."
- "I have fun here."

- "They look after you, help your health. I'm able to talk about my emotions and relationships."
- "I've been on lots of holidays Scarborough, Blackpool, and Ayrshire."
- "Relationships here are alright, yes. You're cared for."
- "Food is really tasty."
- "I feel safe."
- "Staff respect me."

We issued young people Care Standards Questionnaires (CSQs) prior to the inspection. We received four completed forms. All young people agreed that they were happy with the quality of care that they received. Young people commented the following:

- "I like the other young people."
- "I like to see staff."

We were able to interview three members of young people's families. Again, they indicated that the service was very good and they had a real confidence that their children were being cared for extremely well. Parents stated the following:

- "It's alright, it's a lovely place."
- "My child is safe."
- "I feel that they listen to my child and they have a care plan."
- "They [staff] would do absolutely anything for my child."
- "Communication is very good and we speak everyday."
- "I would grade care and support a six (excellent), staffing a six (excellent), and environment into six (excellent)."
- "I can definitely speak to staff and I'll quite happily leave my child in their care."
- "I've no concerns."
- "I really like the rooms and the place feels homely."
- "My child gets into routine really quickly, washing and bathing and going to bed."
- "The staff are all very nice."
- "It's been different and they make a difference."

We had the opportunity to interview two social workers during a visit to the service and also had a telephone interview with another. These professionals thought that the service provided an excellent standard of care to the young people. Their comments were as follows:

- "My young person is in a transitional phase and has been displaying fairly problematic behaviour but the service has stuck with him and has ensured that he has structured leisure time. He is extremely active."
- "The service has been excellent at maintaining contacts with families."
- "The service has been excellent at providing the young person with opportunities to build their skills. They've done it at the right time for them, doing it at their pace."
- "The communication with social work is excellent, second to none."
- "Families feel really welcome and they feel that it's a home from home. They've got a really good relationship with staff."
- "Restraint is well managed and any incidents, we are given a copy of the incident reports."
- "My young person has additional support needs, they have come on leaps and bounds. Their literacy has improved."

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

5 - Very Good

1.1 Children and young people experience compassion, dignity, and respect

All young people indicated that they felt cared for and several indicated that they felt loved. All had excellent relationships with all staff. We observed lots of fun and compassion and the interactions between that staff and young people was exceptional. Staff were very good at using appropriate touch and there were hugs and cuddles for those young people who wished this interaction. Parents indicated that young people were extremely well cared for by staff.

Staff were outstanding and mindful in their approach to confidentiality. We observed that young people were respected and valued by the whole staff group.

All young people had access to independent advocacy and were regularly supported to take part in house meetings. They had regular opportunities to voice their opinions. All young people indicated that they had their voice listened to within the service and were able to give examples where their suggestions had an impact on the development of the service.

1.2 Children and young people get the most out of life

Staff were passionate about the young people that they cared for. We found they were committed to ensuring that all young people had the best possible opportunities. There was outstanding personalised care and support. This resulted in every young person having unique access to hobbies and clubs. There was an extraordinary range of activities which ensured that children reached their potential. Many were involved in arts, drama, music, and citizenships activities as well as sporting activities. Young people were able to have a full and active life. Young people's talents were identified and then it was ensured that these talents were developed.

The service was unique at supporting young people to have regular contact with friends and family. Every young person had a meaningful relationship with a parent, grandparent, or sibling. Comments from parents and social work indicated that the service was excellent at facilitating contact and ensuring that young people were not isolated from their families.

Young people all attended school and received individual targeted support. This gave them a positive self regard and ensured that they were achieving on a daily basis. This, coupled with the home environment, helped young people boost their confidence and also made them happy in the service. Young people also received twice-weekly therapeutic interventions which help them understand their past but also plan their future.

We found that transitions to college, work, and moving on were well managed and planned. Young people were supported to gain practical skills which they would need when they moved on to adulthood. This was done sensitively and at an appropriate age and stage. This ensured that young people gained the best skills at the right time, dependent on their ability. We found that young people who were moving on were confident and self assured.

The service had developed an innovative digital safety plan for all young people. This ensured that there was safe use of the internet. Young people were supported to have a responsible approach to the use of technology. We were impressed that all young people were supported to have good routines which allowed them time off of tablets and iPads.

We found staff where incredibly knowledgeable on child protection and child sexual exploitation (CSE). Staff knew how to best support young people if a disclosure had been made but were also aware of the need to keep them as safe as possible. All young people stated that they felt safe and free from all forms of bullying.

1.3 Children and young people's health benefits from their care and support they experience

Staff were found to be well trained in the use of strategies to ensure that young people were able to manage and regulate their behaviour. They were also extremely knowledgeable on use of trauma-informed care. There had been very few episodes of restraint during the last year. There was a culture of utilising innovative 'calm plans' which young people had developed. This helped inform staff of the best mechanisms which would help young people regain control of their behaviour. We had discussions with the management team about further development of their overview of restraint.

All children's health needs were well met. We found that many young people had been supported to have medication reduced and stopped. All young people had access to primary healthcare and specialist services, like child and adolescent mental health services (CAMHS). Young people were supported to have healthy lifestyles through programmes. Staff were committed to giving young people positive life experiences which promoted them being active with routines and structures which promoted good sleeping patterns.

Food was found to be nutritious with young people given the opportunity to explore a fantastic range of different foods but also healthy alternatives. Mealtimes were found to be social experiences that young people enjoyed. The menus within the home were all planned by young people and we saw young people given the opportunity to plan meals, preparing and cooking for themselves. The service had a fabulous garden area which had a green house and vegetable plot. Staff encouraged young people to know where the food came from and also how to grow this food.

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

The standard and quality of record keeping was very high. Young people's assessments were very good and focused on young people's individual needs. The service had developed an innovative new approach to care planning which was being rolled out to all young people. The new care plan had a clear focus on the child at the centre and had their voice fully integrated into the plan. We found this written in age appropriate language and incorporated the use of pictures. It was evident that all young people were fully involved in creating and regularly reviewing their care plan. These plans contained routines but also young people's specific wishes and preferences. We had discussions with the management team and signposted them to aspects which could be developed further, this included ensuring evidence of parental involvement and further enhancement of targets and goals.

All young people had access to advocacy and children's rights and these were detailed within their care plans. Staff encouraged young people to take part in national consultations and also attend local Who Cares? Scotland events.

Social workers and parents indicated that there was a multi-disciplinary approach to all planning. Both groups stated that there was exceptional communication between everyone involved in the care of the young people.

Young people's records were very good and were underpinned with the wellbeing indicators. We found that assessments, behaviour support plans, and risk assessments were reviewed regularly. These gave staff a clear insight into how to best manage young people's behaviour and reduce risk. Again, young people were fully aware of these plans. The service had developed an innovative calm plan which were created by young people. These safe plans ensured that staff were aware of how best to assist the young person to self regulate when they were struggling to manage their behaviour.

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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| How well do we support children and young people's wellbeing? | 5 - Very Good |
| 1.1 Children and young people experience compassion, dignity and respect | 6 - Excellent |
| 1.2 Children and young people get the most out of life | 6 - Excellent |
| 1.3 Children and young people's health benefits from their care and support they experience | 5 - Very Good |

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| 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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