

Curo Salus - Northview House Care Home Service

Johnstone

Type of inspection:
Unannounced

Completed on:
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Service provided by:
Curo Salus Limited

Service provider number:
SP2004006972

Service no:
CS2004079909

About the service

Curo Salus - Northview House and Tandlebrae Cottage service is managed by Curo Salus Ltd. This service is registered to provide residential care and support for a maximum of nine children and young people, aged five to 18 years.

The main house is a large, detached two-storey building in the Johnstone area with an extensive enclosed back garden and individual bedrooms with en suite facilities. There are recreation, lounge, and dining facilities. A separate facility, known as the cabin, is provided in the grounds to support one young person to lead a more independent lifestyle.

The service has an additional annexe for two young people in a separate rural location. The annexe is a small cottage with large enclosed gardens with two bedrooms, a lounge, and dining facilities.

All of the young people attend Northview House School, operated by the service provider in 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 school pupils. Admission to Curo Salus is usually planned with young people being able to live there for some time. However, respite and assessment services are also available.

Curo Salus state that their aims are:

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

This service has been registered since 29 March 2005.

What people told us

We interviewed all young people individually and had dinner and lunch with them. We observed exceptional relationships with staff. Young people all enthusiastically reported how well they were progressing in the service. We saw young people enjoying fun activities and were extremely happy in the service. All comments from the young people were extremely positive. These included the following comments:

- "I feel loved."
- "Staff are really good, they always make sure that I'm clean and fed."
- "There is nothing that I would change, I don't want anything to change."
- "I get therapeutic inputs every week and we work on our life story work and what's going on."
- "I have a lovely relationship with staff."

- "100% safe."
- "Yes, it's good. I really enjoy it here."
- "Yes, I really like it and I'm really calm."
- "I have never been bullied here."
- "If I have a worry I would go and tell a staff member."
- "Yes, I feel loved."
- "Staff are good."
- "Staff try to get me to go out and do things like football and gym. I have ups and downs but it's due to my attitude."
- "I'm pretty settled."
- "It's good here."
- "We went on holiday last year. We went to Scarborough and had a great time."
- "They care sometimes a little too much."
- "Yes, I'm involved in my care plan. I'm able to manage my emotions better. I know my care team really well."
- "Christmas was fun."
- "It's amazing."
- "I moved from the big unit to the smaller unit. I really like it."
- "Yes, I feel loved. I get hugs all the time."

We also issued Care Standard Questionnaires (CSQs) to young people. We received six completed responses. Again, young people indicated that they were satisfied with the care that they received.

We were able to interview two parents of young people. Both were incredibly satisfied with the service. They highlighted that the service was excellent at supporting contact and also that there was fantastic communication with the service. Comments from parents were as follows:

- "Can't speak highly enough of the service."
- "My child has been there over two years and I'm always felt very welcome."
- "My child has made massive progress, particularly with their social skills and school. They are in a much better place."

- "It's an excellent service, a six."
- "The service is really good at keeping our child having contact with their other siblings."
- "I think they get first class care."
- "There has been a big change in their behaviour."
- "It's fantastic education and built wonderful life skills."
- "I'm very happy with the care."
- "Staff go the extra mile."
- "They love school and is doing really well."

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

We had conversations with every young person. They indicated that they felt "loved" and that they had meaningful relationships with a staff group who cared for them. We observed lots of fun and compassion in the interactions with staff. We saw lots of appropriate use of touch and young people indicated that they had regular opportunities to "hug" staff. Parents indicated that "staff would go the extra mile" for young people.

Staff were exceptional at being genuine, respectful, and sensitive to young people's needs. We observed staff valuing young people's privacy and dignity and they were incredibly mindful when it came to ensuring their confidentiality.

1.2 Children and young people get the most out of life

Staff were passionate about the young people that they cared for. It was evident that they were committed to ensuring that they had the best possible opportunities. We could see this and the highly personalised care and support. This was offered to every young person, who also had access to hobbies and clubs. Young people were all actively taking part in an exceptional range of activities which ensured that they reached their potential. Many were involved in arts, drama, music, and citizenship activities as well as sporting activities. Young people were regularly accessing the outdoors. There were regular holidays and the service had its own caravan.

The service was brilliant at identifying young people's talents and then ensuring that these talents were developed. The service was excellent at supporting young people to have regular contact with friends and family. Every young person had a meaningful relationship with either a parent, grandparent, or sibling. Parents and social work indicated that the service was exceptional at facilitating contact and ensuring that young people were not isolated from their families. Contact was a strength and staff were very skilled at facilitating and repairing relationships so that every young person has a positive experience of contact.

All young people attended school and received individual targets at school. This boosted their self esteem and ensured that they were fully achieving on a daily basis. This helped boost their confidence and also made them happy at home. Young people also received twice-weekly high quality therapeutic interventions which help them understand their past but also their future. Young people were supported to take part in planning for moving on from school and many young people had access to further education and college.

Young people were given multiple opportunities to achieve and this achievement was validated as they grew. Every young person had photographic albums which recorded their success and staff were clearly involved in building supporting optimism about their progress. We found that transitions were remarkably well planned. These were individualised dependent on age and stage of the young person. This helped young people to become confident and self assured about the skills that they had developed.

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 and were encouraged to have good routines which allowed them time off of tablets and devices.

We found staff were incredibly knowledgeable on child protection and child sexual exploitation (CSE) knowing and how to best support young people. 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. It is so successful that there has been no use of restraint within the last few years. There is a culture which promotes positive behaviour and young people were able to develop emotionally.

All children's health needs were met. We found that many young people had been supported to have medication reduced and ceased. 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 at school and also additional innovative and creative inputs at home. Staff were committed to giving young people positive life experiences which promoted them being active but also balance with routines and structures which promoted good sleeping patterns.

Food was found to be nutritious with young people given the opportunity to explore ranges of different food but also healthy alternatives. Mealtimes were found to be social experiences that young people and staff enjoyed. The menus within the home were all planned with young people and we saw young people given the opportunity to plan meals, preparing them and cooking them. The service had a fabulous garden area which had a green house and vegetable plot which encourage 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 of assessment that the service carried out was of a high quality and paid particular attention to young people's needs. The service had developed an inventive approach to care planning which was being piloted within the service. This insured that young people were fully involved and identifying areas which they wished to develop. We had discussions with the manager about further improvements, developing young people's targets and ensuring a parental voice. The development was being rolled out for young people and reviewed on a regular basis.

It was evident that all young people were fully involved in creating and regularly reviewing plans. The plans reflected young people's routines but also included their specific wishes and preferences. These were structured in a way that was age appropriate and written in a language that they understood and could fully contribute, in some cases there was the use of pictures. It was clear that the young people had a voice within their actual plans and had regular discussions with staff about their plans.

All young people had access to advocacy and children's rights and these were detailed within their plans. Social workers and parents indicated that there was a multi-disciplinary involvement in all care planning. Both groups stated there were exceptional lines of communication between everyone involved in the care of the young people.

All aspects of the young people's records were of a very high standard and were underpinned with the wellbeing indicators. We found assessments, behaviour support plans, and risk assessments were regularly updated and gave staff a clear insight into the strategies to best manage young people's behaviour and reduce risk. Again, it was evident that young people were fully aware of these strategies. An innovative approach was that young people had developed their own calm plans which ensured that staff were fully aware of how to best support them when they were struggling to manage.

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

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

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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