

# 137 Arkleston Road Care Home Service

Paisley

**Type of inspection:**  
Unannounced

**Completed on:**  
20 February 2020

**Service provided by:**  
Renfrewshire Council

**Service provider number:**  
SP2003003388

**Service no:**  
CS2003001248

## About the service

This service registered with the Care Inspectorate on 1 April 2011.

137 Arkleston Road provides care and accommodation for up to six children and young people from the Renfrewshire area on a short or long-term basis. It is owned and managed by Renfrewshire Council.

The large, purpose-built, two-storey villa is situated in its own grounds. It has a large and comfortable lounge, kitchen, dining room, family room, TV room and a games room. All young people have individual bedrooms with en-suite amenities. The extensive grounds provide space and activity areas for the young people.

Public transport links are a short walk away and there are good links to the town centre. The service's aims and objectives state the home provides a safe and caring environment which secures young people's health, safety, confidentiality and education, when they can.

At the time of the inspection, there were six young people living at 137 Arkleston Road.

## What people told us

As part of our inspection, we spoke with three young people and one family member who frequently visited the house. We received positive feedback, particularly in relation to the care and support provided by the staff team. Young people told us they were involved in lots of aspects of their care, such as planning support, preparing meals, choosing activities and contributing to house rules.

A relative told us they were impressed by the service, offering praise for the team's commitment and support to young people.

Below are some of the comments we received:

"I always feel comfortable talking with staff."

"He seems really happy and likes all the staff."

"All the staff are really friendly."

"They've helped me learn not to react."

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

**5 - Very Good**

We graded 137 Arkleston road very good for this key question. We concluded the service provided high quality support to young people with a range of different support needs. We saw particularly strong outcomes for young people developing more independence and responsibility in their lives.

We thought young people were well-supported by an experienced and committed staff team. Through training in approaches such as social pedagogy, trauma, attachment and suicide first aid, the team were well-placed to provide the practical and emotional support young people required.

Young people were involved in range of educational, work and skills placements which provided positive structure and social contact. We saw some excellent outcomes in relation to young people returning to local mainstream schools and education resources. Effective links were in place with local colleges and staff supported young people's attendance at clubs and other activities outwith school.

Young people told us the staff were always approachable and supportive. This was evident during our inspection where we observed a positive atmosphere, strong relationships and child centred practice. We liked how key relationships for young people were supported through activities and quality one-to-one time with staff.

We thought a key strength was how de-escalation techniques were effectively implemented to manage and reduce challenging behaviour. We found the approach respectful of young people's views and we liked how reflective discussions supported young people to move forward positively. We concluded this supported a learning culture without excessive use of sanctions or consequences.

Time spent with friends in the community was encouraged and monitored to promote safety and age appropriate boundaries for young people. A relative told us the manager had advocated strongly to ensure regular 'family time' was planned and supported at the house.

Physical and mental health needs were met through a range of approaches such as one-to-one support, planned activities and referrals to external agencies where necessary. A wide range of foods were available which promoted a healthy and balanced environment around food. It was pleasing to hear positive feedback from young people about the quality.

It was pleasing that whilst young people were becoming more independent, nurturing support based on need was still available to them. We concluded this approach enabled young people to make significant progress at 137 Arkleston Road. We did encounter one situation where additional support may have been offered to a young person. In conclusion, we asked the team to reflect on the balance between nurture, responsibility and independence for young people to ensure consistently positive outcomes.

We saw staff sickness had, at times, impacted on opportunities for activities and one-to-one time outwith the service. This was discussed at feedback and the registered manager advised additional measures are being sought to ensure short-term cover is available when required.

Based on the needs of young people, we thought Autistic Spectrum Disorder (ASD) awareness training would provide useful knowledge for the team.

### 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**

For this key question, we graded the service very good. A key strength was the team's understanding of their role within social work's assessment and planning frameworks. We saw very good examples of staff contributing to shared assessments and working in partnership with a range of external professionals to ensure a joined-up approach.

Care plans, risk assessments and behaviour management plans were comprehensive and up-to-date with sufficient levels of analysis and clear measures to ensure the safety of young people. We liked the focussed work packs which supported young people to acquire the skills and knowledge required to make positive choices.

At this inspection, the manager and staff evidenced clear values of partnership working. We received consistently positive feedback from social workers who were impressed with the team's contribution to multi-agency care planning and support. Reports for Looked After and Accommodated Children (LAAC) reviews and Children's hearings evidenced sound assessment skills and knowledge in relation to the needs of young people.

Plans around independent travel, mobile phone use and daily routines were negotiated and agreed with young people. Links with external professionals, such as the police, education and advocacy, were well established and robust information sharing forums were held periodically to discuss young people deemed to be at highest risk.

It was pleasing to hear the provider is reviewing the assessment and matching of admissions to their children's houses. We welcome this development and ask that changes are informed by guidance in **Matching Looked after Children and Young People: Admissions Guidance for Residential Services**.

## 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?	5 - Very Good
1.1 Children and young people experience compassion, dignity and respect	5 - Very Good
1.2 Children and young people get the most out of life	5 - Very Good
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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