

Roslin House Care Home Service

Stevenston

Type of inspection:
Unannounced

Completed on:
20 November 2019

Service provided by:
The Mungo Foundation

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About the service

The Mungo Foundation's Muirfield Place service provides short residential breaks for children and young adults with a learning disability. The service is currently located in a residential area of the town of Kilwinning in North Ayrshire.

The service aims and objectives state they will, "Offer each young person the opportunity to be responsible for their own choices, decisions and actions and to take part in activities of their choice", and "To support families by sharing the care of their child and allowing both parties to enjoy quality time apart".

At the time of this inspection, the service provided care and support for a maximum of four young people at any one time. The accommodation for young people comprises: lounge, kitchen, dining/games area, spacious bedrooms, adapted bathrooms and a large, well resourced garden. The service is well equipped to support young people with a variety of needs.

What people told us

During this inspection we spoke with two parents to young people experiencing care in the service. Parents we spoke with were extremely appreciative of the manager and staff and told us of their very high opinion of the level of care their children receive. Emphasising how much trust they demand of people caring for their children the parents expressed total confidence in the service team. The parents gave us several examples of how they felt the staff had gone 'above and beyond', such as when taking extra care to familiarise the children with locations new to them prior to visiting. They also described staff evidencing an interest in the children's preferences and interests and the effort they would put into trying to ensure these were met.

Similarly, local authority representatives were keen to inform us of the high regard social workers had for the service manager and staff. The manager was held in high regard for their enthusiasm and commitment to provide a high quality, caring service for the children and young people but also to extend this to the families. The positive culture created through this approach was considered to have empowered parents and fostered strong links with community resources. Children and young people and their families who had previously experienced barriers to being involved in and participating in their communities were enabled to support one another in addressing exclusion.

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

5 - Very Good

We found that the manager and staff of this service had maintained the excellent level of care we found during the previous inspection.

We observed warm caring relationships being nurtured and maintained by a caring staff group and saw young people express joy and delight at the interactions the staff had with them.

As found during the previous inspection we noted the very strong ethos of partnership and inclusion throughout the service had been continued. Support beyond the service for families had been consistently and strongly promoted through the 'circle of support' - the service had created for parents and families. This network of support included much valued resources such as holistic therapists for families and

presentations from other professionals. This support was considered to be extremely significant in enabling young people to experience high quality outcomes. As before, central to this approach was the promotion of trust and cooperation between the children and young people, families and staff.

Young people's views were assured through families being included in discussions and through being gathered by staff trained in communication styles and techniques to ensure all the young people's views were considered.

In discussion with staff and observation of practice we noted a consistent, knowledgeable and skilled team placed young people at the centre of their practice. In addition to nurturing positive relationships the staff ensured all young people's physical and emotional health needs were addressed and positive outcomes supported. Staff were very mindful of the special attention to be given to the preservation of respect and dignity for young people requiring personal and intimate care. Meticulous attention was paid to the health needs of the young people. The service processes developed to ensure these needs were fully met included actions such as pre-stay calls and visits to review the young persons care plan and health and medication requirements.

The staff continued to take particular care to ensure young people's medication and health needs were fully understood and addressed. This promoted good health and wellbeing.

Young people's social development was also given high priority. Parents told us of the particular consideration given to matching young people to maintain and sustain developing appropriate friendships.

Young people were fully supported to attend their education with staff also providing transport to education resources. Furthermore, the manager and staff attended education reviews to advocate for young people and ensure their needs were understood and considered in maximising their engagement in education. Young people's interests and aspirations were celebrated and encouraged. One young person we spoke to told us of how the manager and staff had supported him in getting a work placement / job. This young person stated emphatically to us that it was due to the support he received from the staff that he had been empowered to achieve this goal.

The staff group conducted research into the community facilities and made great efforts to identify activities for young people to participate in either through expressed interest or in offering new experiences.

Parents we spoke with were highly appreciative of the efforts staff went to addressing barriers to ensure, to the best of their abilities, that young people experienced community social and recreational facilities.

Consideration of the young people health and well being extended to their dietary needs and preferences. Young people's food preferences were considered and provided for; however their experiences of healthy nutrition was further promoted through practices designed to introduce new food stuffs.

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?

6 - Excellent

A great strength of the service identified during the previous inspection was that very well constructed and logically arranged care plans provided excellent ease of access to the most important information relating to young people's needs.

These provided efficiently recorded crucial information readily accessible in times of urgency.

Detailed records provided valuable information such as important preferences, routines and soothing strategies. Risk assessments were very well considered and detailed in crucial areas and provided excellent information on day to day activities particular to the young persons needs.

This high level quality care planning was being continued as found in the previous inspection; evidencing consistency.

The service had continued to develop their particularly impressive 'outcome milestones'; the person centred SMART plans towards targets and goals developed in partnership with young people, their families and social work. These plans were creatively developed to reflect the young people's personal interests and involved developing specific outcomes; supporting young people to achieve targets toward the overall aim.

The individualised elements of the care plans provided young people with engaging graphic representations of measurable actions toward positive outcomes.

These plans were regularly reviewed with families and young people to ensure they remained consistent with their hopes and wishes.

The extent to which the service had maintained its previously excellent levels of planning and delivery of care was recognised in it being included in significant plans to further develop support for young people in the community. These plans are also to include consideration of young people's transitions to adult services. We look forward to exploring these developments further and the next inspection.

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	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?	6 - Excellent
5.1 Assessment and care planning reflects children and young people's needs and wishes	6 - Excellent

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