

# 17 Park Road Care Home Service

Kirkcaldy

**Type of inspection:**  
Unannounced

**Completed on:**  
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**Service provided by:**  
Fife Council

**Service provider number:**  
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## About the service

17 Park Road is a care home service registered to care for up to four young people, aged between 10 and 18 years, at one time. The service is provided by Fife Council and is located in Kirkcaldy in Fife. There is easy access to public transport and there are shops and other amenities nearby.

The premises consist of a two-storey detached cottage with a back garden and car park. The house has four single bedrooms and young people share two bathrooms. The service had recently been extended and now provides a large modern kitchen/dining room, a comfortable sitting room, a smaller sitting room, and a kitchen which is used by young people to develop their independent self care skills.

17 Park Road offers support to young people who are moving towards independence or returning to live with their families or other carers.

At the time of this inspection, four young people were using the service.

This service has been registered since 1 April 2002.

## What people told us

Our young inspector met with all four young people who were currently living at 17 Park Road; two individually and two together.

Three of the four young people gave a positive view of the service. They liked the house, their rooms, and they had good relationships with staff. They appreciated the activities on offer. The fourth young person wasn't very happy and raised a number of issues about their care. However, we followed these up and were satisfied that the care the young person was receiving was good and appropriate to their needs.

Some of the comments young people made included:

- "It's a care home at the end of the day - the place looks nice and the staff are alright."
- "My bedroom was nice when I moved in and it's a decent size."
- "It's decent here - it could be worse."
- "This is the best place I've lived."
- "The staff are more understanding here - they take time to understand."
- "I've been to places before where it's been the staff against us - it's not like that here."
- "It's more free-flowing and independent here."
- "If I don't know something I can go to staff - they are there for me."

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

4 - Good

Most young people described positive relationships with staff. They felt valued and felt that their views were respected. They were involved in discussions about their care and were consulted regularly about the day-to-day running of the house.

They felt that they had a voice and that they could raise issues and staff would respond positively to requests and suggestions. From attendance at a team meeting, we could see that young people's issues were taken seriously and responded to positively, wherever possible. Staff had a good understanding of gender identity issues and the importance of respecting and responding positively to young people's choices. However, some additional training would help consolidate staff knowledge of this complex issue.

Young people exercised choice on a daily basis in relation to clothing, food, and activities. However, staff tried to work with them to establish positive daily routines to support achievement at school or college and the development of self care skills. There were some very positive outcomes for young people in respect of this, with young people establishing regular attendance after months (years) of non-attendance and, consequently, gaining national qualifications. Private tuition was being considered to enhance their chances of achieving academic success. Where young people weren't engaging in full-time education, staff helped young people to structure their time and make the best use of the resources which were available to them.

Young people's health needs were generally well met. There were effective systems in place for registering young people with GPs, dentists, and opticians for supporting them to attend appointments. They also updated immunisation records and made sure they caught up on missed immunisations, wherever possible. Arrangements for storing, administering, and recording medication were satisfactory.

The service was currently caring for young people with particular health conditions. Although care plans contained relevant information, given the potential risks, we felt that care plans around health for these young people should have been more detailed and specific, with clear contingency plans in place. In discussion, some staff expressed concern that they hadn't received sufficient training about how to manage health issues. However, subsequent discussion with the manager provided assurance that focussed input from the dedicated nurse practitioner had been provided.

Given that the purpose of this service was to help prepare young people for independence, they were responsible to varying degrees for cooking and preparing their own meals. However, staff provided a range of nutritious food and supported young people to make good decisions when preparing their own meals. Sharing home baking also helped to provide a caring, homely atmosphere and was appreciated by young people.

## How good is our leadership?

4 - Good

This service was strongly committed to continuous improvement, with staff, managers, and external managers all having a role in identifying areas for improvement and taking action to address these. For example, the service had taken positive steps to address the areas for improvement identified at the last

inspection in relation to emergency placements, with a demonstrable improvement in outcomes for young people.

There were a number of quality assurance mechanisms in place at service level, including regular checks and audits of key processes, including medication and health and safety checks, which were carried out regularly and clearly recorded. Staff had well defined roles and relevant training to enable them to implement these processes effectively.

The service, as a whole, was subject to peer review and meaningful visits by external managers, all of which had a central focus on young people and their experience in the service. The young people we met during the inspection told us that they felt staff listened to their views and took them seriously.

The service could improve their approach to quality assurance by gathering and analysing information about outcomes for young people as a central part of evaluating the service and planning for improvement. This could include using feedback from young people themselves, their families, and relevant professionals but should also include the staff team in an open discussion of what worked well, not so well and why, and, most importantly, what impact did the placement at 17 Park Road have on the young person in terms of improving their health, safety, and wellbeing and building resilience for the future.

We noted that the service, as a whole, was currently in the process of developing service improvement plans based on the Care Inspectorate's Quality Framework which should help to support this more outcomes-focussed approach to quality assurance and improvement.

## How good is our staff team?

4 - Good

At the time of this inspection, there were sufficient qualified staff deployed in the service to meet the needs of children and young people. They worked flexibly to make sure that young people's needs were met.

In discussion with young people, they told us that staff had time to listen to them and provide care and support when they needed it.

We attended a team meeting and could see that it was a constructive forum for sharing information and developing strategies to support young people effectively and consistently.

The staff team had undergone a period of change in recent months, with some staff leaving and others being redeployed from elsewhere within the service. There was still some work to be done to establish relationships and to build a team identity and shared ethos and approach to working. The team would benefit from some structured development time to enable them to take this forward.

## How good is our setting?

5 - Very Good

The house had been recently extended to provide additional living space and an independent kitchen for young people. They told us that they liked the house and had everything they needed. They made good use of the shared living rooms to relax together and play games. Their friends and family were welcome to visit.

The house was comfortably furnished and equipped in line with young people's tastes and preferences. It was clean, hygienic, and maintained to a high standard of decoration and repair. The service is located very centrally in Kirkcaldy within easy walking distance of shops and public transport. Staff provided bus tickets and lifts to support young people to access school and college and to keep contact with family and friends.

who lived elsewhere in Fife. The central location meant that it was easy for other professionals involved with young people to keep in touch.

Young people were encouraged and supported to make use of community facilities and some had taken up the opportunity to join the gym and use sports facilities, with staff being actively involved if this was needed.

## How well is our care and support planned?

**4 - Good**

Care plans contained relevant information, including detailed risk management plans, to help to promote young people's health, safety, and wellbeing.

Staff knew the young people well and were acutely aware of their needs and the risks they faced. They gave young people every opportunity to express their views and to include these in developing the care plans.

Staff worked hard to establish positive inter-agency working to make sure that the care they received was consistent with their wider care plans. There were some very good examples of partnership working and also evidence that the staff team were persistent in trying to move plans forward if progress was held up for any reason.

Incident records were of a high standard and followed good practice guidance. However, we found that there was room to improve the quality of care planning. The plans we looked at lacked a clear focus on setting specific goals and detailing the action which was needed to take these forward and the timescales in which this should be completed. This in turn made it difficult to recognise and record where progress had been made and to build on this.

From observation at a team meeting and from discussion with staff, they demonstrated an understanding of the need for detailed care planning but it appeared that they needed further guidance and robust quality assurance to support the development of the written plans.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

The service provider should take appropriate action to ensure that all young people experience a high quality environment.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

- "I can use an appropriate mix of private and communal areas because the premises have been designed or adapted for high quality care and support" (HSCS 5.1).

- "If I experience 24-hour care, I am connected, including access to a telephone, radio, TV, and the internet" (HSCS 5.10).
- "My environment is relaxed, welcoming, peaceful, and free from avoidable and intrusive noise" (HSCS 5.18).

**This area for improvement was made on 29 January 2019.**

## Action taken since then

The service provider promptly put in place a strategy which prevented intrusive emergency admissions to the service and since the last inspection the organisation has developed alternative provision for emergency admissions, as well as developing services which have reduced the need for such admissions.

## 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?	4 - Good
1.1 Children and young people experience compassion, dignity and respect	4 - 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	4 - Good

How good is our leadership?	4 - Good
2.2 Quality assurance and improvement are led well	4 - Good

How good is our staff team?	4 - Good
3.3 Staffing levels are right and meet children and young people's needs, with staff working well together	4 - Good

How good is our setting?	5 - Very Good
4.3 Children and young people can be connected with and involved in the wider community	5 - Very Good
How well is our care and support planned?	4 - Good
5.1 Assessment and care planning reflects children and young people's needs and wishes	4 - Good

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