

## 20 Barochan Road Care Home Service

Johnstone

**Type of inspection:**  
Unannounced

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Renfrewshire Council

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## About the service

20 Barochan Road (referred to as Barochan by those who live and work there) is a residential children's house owned and managed by Renfrewshire Council. The service is registered to provide care and accommodation for up to six children and young people and at the time of this inspection, the service was at full occupancy.

The house is a purpose built property located on the outskirts of Johnstone. It is a large double storey building with very spacious, high quality accommodation. This comprises a large lounge, dining area, kitchen, family room, TV room and a games and cinema room. All bedrooms are single occupancy, with en suite facilities. There is a garden to the rear of the property.

The service is within walking distance to the town centre, where all public transport links are located.

The service aims to provide a safe and caring environment which secures young people's health, safety and general wellbeing.

## What people told us

We spoke with four young people who were happy to discuss their experiences of living at Barochan. We also spoke with carers, who shared their views about the quality of care and support for young people.

Each young person chatted with us about ways in which they were supported and cared for by staff working at the service. All young people told us that they had good relationships with staff, some of whom they had known for a long time. Most young people whom we spoke with, said they viewed Barochan as their home.

Those who had arrived more recently told us that they liked living there, with some saying, 'It's better than the last place', and 'the staff are really nice'. Young people spoke about ways in which they spent their time and of their hopes to participate in new experiences. A consistent theme, was that all young people who discussed their relationships with staff, said these were positive and important to them.

Although there were many positive comments from those living at the service, including those relating to the quality of accommodation, the opportunities to sit and chat about daily life and the wide range of food dishes, some young people expressed concern regarding the impact of behaviours, that were presented by other young people. Some said that, 'This is my home but I don't have confidence that anything will change. Staff try their best to manage things but it doesn't make a difference', while others commented, 'Things are unsettled all the time right now. It's the council that needs to sort it. The staff really try to spend time with all of us but they are just too busy dealing with everything'.

It was clear that for some young people, it had been and continued to be a stressful time. We discussed young people's concerns with managers at inspection feedback and advised that solutions were necessary to improve some young people's safety and wellbeing. Managers were alert to these issues and were actively working to resolve ongoing difficulties.

Carers told us that they were very happy with supports for themselves and the young people with whom they have relationships. Some reflected that, 'staff are very good with XX.', commenting that, 'XX gets him'. This level of reassurance helped carers to retain their involvement in ways which helped young people to feel connected and loved by those who were important to them. We heard about some of the preferred

interests of young people, with carers identifying that, 'XX has been horse riding and this is their happy place'. Overall, carers believed that the service worked well with them and young people in their care.

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

4 - Good

During this inspection, we spoke directly with four young people who chose to tell us about their experiences of living at the service. Each young person provided helpful information, which along with other evidence gathered, allowed us to evaluate the service as achieving good grades for each Quality Indicator, under this Key Question.

It was clear that for most young people, their relationships with key members of staff, were central to their wellbeing. We heard that young people felt they could talk to preferred staff and seek comfort and reassurance from those that they believed understood them well and who they felt responded positively to meeting their needs. For some young people, this included most of the staff team and for many, Barochan was their home and experiencing this sense of belonging, meant a great deal to them.

Within a positive culture of respectful practices, young people said they felt that staff listened to them and were genuinely interested in helping them to achieve better outcomes. They told us that, 'Staff are great. They really try to make time for us', and 'I have staff that I can talk to. They do respect us and try their best'. Young people went on to say that, 'Staff want us to do well and they help us to do that'. We could also see from written records that young people were involved in decisions affecting their care and support and this helped to confirm what we believed, was a child centred approach to meeting their needs and taking account of their wishes.

Young people were achieving in a range of ways suited to their needs and abilities. For some, working and earning a wage was well established, while others were attending college and were aspiring to develop a career in their chosen field. Young people who attended school, demonstrated that they were able to sustain involvement within flexible educational timetables and in some instances, improve upon previous achievement and attainment. Some young people also developed friendships with peers in the community and through school and where spending time with family was important, we found that the service was fully committed to enabling this to happen.

Where there were known hobbies and interests, the service explored ways in which these could be developed. For example, one young person's love of dogs was supported when staff brought in their own pet, to allow the young person to take it for a walk. This time was seen as being highly supportive of the young person's mental and physical wellbeing and it was clear that it was an opportunity to relax and enjoy the outdoors, away from some of the pressures of group living. It was also notable, that those who had previously lived in another of the provider's houses, was making good progress at Barochan, in terms of their ability to respond more positively to staff, within this environment.

The health and wellbeing of all young people remained a priority for those working at the service. Supporting several young people whose needs had become heightened, in the months leading up to this inspection, had challenged the staff team and had impacted upon the safety and wellbeing of some of the young people. In response, we found that the service had advocated strongly for appropriate decisions to be taken regarding young people's health and wellbeing, in order to protect them from risk of harm. Appropriate alternative supports had been secured for those most at risk, while the service had continued to address the behavioural presentation of some young people, which impacted the wellbeing of others. During the inspection process, we were aware that existing strategies were being evaluated and reviewed to determine ways in which the safety and wellbeing of all young people could be ensured.

At times, and often in difficult circumstances, we found that both young people and staff, demonstrated immense patience when responding to and supporting young people who required more intensive supports, to promote their wellbeing. This meant that there were times when young people offered emotional support to one another and who used their voices collectively, to express what they were experiencing. Given our evaluations at this inspection, we have identified two areas for improvement.

### Areas for improvement

1. We found that some young people were experiencing forms of bullying by other young people living at the service. Although the service was very aware and alert to this behaviour, the impact on those affected was consistently negative, over a period of some months. We advised that the current situation was not sustainable and asked that decisive action be taken to protect those affected, from further instances of intimidation and physical harm, as a result of others' behaviours.

This is to ensure that care and support is consistent with Health and Social Care Standards that state', I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS, 3.20).

2. As this Key Question relates to young people getting the most out of life, we felt it was important to highlight that in some instances, young people's identified outcomes, lacked a sense of ambition. We felt that identified outcomes, as outlined in personal plans, were not intended to enrich young people's experiences or provide a sense of fulfilment in life. We asked the service to explore ways in which outcomes could be more aspirational for young people.

This is to ensure that care and support is consistent with Health and Social Care Standards that state, 'I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential' (HSCS, 1.6).

## 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?

4 - Good

An effective range of assessment processes allowed for the needs of young people to be known and understood by the service. We found good evidence of risk assessment and other carefully considered information, which aimed to inform personal plans and further to sampling plans for three young people, we evaluated this Quality Indicator as achieving a grade of good.

All young people were achieving good outcomes in specific areas of their lives and written evidence showed that they were identifying what was important to them as individuals. For example, where it was assessed that young people would benefit from involvement in a range of social situations, they were supported to participate in team sports of their choice in the local community and where young people presented with inconsistent behaviours, which were at times inappropriate, their plans highlighted strategies, agreed with those young people, which helped to improve outcomes. For other young people, it was clear that they were leading on their own plans, to achieve in their chosen field of work and further education.

We found that young people's records were informed by their rights and the care approach delivered by the service. This meant that young people's plans were aimed at enabling them to develop within a nurturing environment and by sampling young people's records and discussing their plans with them, we found several examples of young people experiencing care tailored to their needs. Through inclusive and compassionate interventions, young people were supported to feel well cared for by a committed team of staff, who worked hard to encourage young people to achieve their goals.

However, whilst it was clear that plans demonstrated young people's involvement, including taking account of their wishes, we believed that further development of written records would provide for a more thorough evaluation of young people's progress. For example, where young people had clearly benefited from spending a period of time in a different type of service, it would have been helpful to adapt aspects of their personal plan, to take account of what worked well for them and how this experience could be replicated or at least considered when they returned to Barochan. We were told that some of this had occurred but we found limited written evidence to this effect. We also expressed the value of compiling more evaluative recordings, in personal planning and in other recordings, which were intended as an aide memoire, to develop young people's plans and track their progress.

Overall, young people's plans were up to date and were reviewed regularly and where young people were able to identify specific goals, these were incorporated. However, in those plans sampled during this inspection, there was in some instances, a lack of aspirational outcomes identified, to assist their progress. We discussed this at inspection feedback with the manager and asked that plans identify more ambitious outcomes, where possible. We have identified this as an area for improvement in relation to this Key Question.

## 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	4 - Good
1.3 Children and young people's health benefits from their care and support they experience	4 - 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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