Woodside Childrens Unit
Care Home Service

18-20 Woodside Terrace
Clackmannan
Alloa
FK10 4HU

Telephone: 01259 213401

Type of inspection: Unannounced

Completed on: 20 February 2020

Service provided by: Clackmannanshire Council

Service no: CS2003011578

Service provider number: SP2003002713
About the service

Woodside is a care home registered for five young people aged from 11 years to 18 years. If appropriate and dependant on circumstances, young people older than 18 years can remain living at Woodside.

The service is provided by Clackmannanshire Council and is based in two terraced houses which have been merged in a small town in Clackmannanshire.

Woodside is the only residential child care unit in the local area and is required to fulfil a broad and flexible remit. It provides short, medium and long-term placements for children and young people whose needs at that time cannot be met in a family environment. Emergency and unplanned admissions can be facilitated depending on the commitments of the service at the time of referral.

The aims of the service, as described by the provider include:

- We aim to provide an environment which promotes feelings of safety and respect and value for all who live and work at Woodside.
- We aim to enhance the quality of life for young people by setting ordinary expectations and providing opportunities to achieve their aspirations.
- We aim to provide high levels of commitment to the young people in order to minimise the potential for further rejection or failure. Anti social behaviour is not condoned but addressed in ways that do not reject the young person.
- We aim to provide a child centred, caring and professional service in which our practice is constantly updated and improved in line with our experience and research findings.

At the time of inspection there were four young people living in the service.
What people told us

We spoke with all four young people living in Woodside. All were very positive about living there and told us the staff were “really nice” with one young person telling us she “loved her staff”. Young people told us they felt safe and confirmed that bullying was addressed and not tolerated.

Two new young people to the service told us they had been made welcome and liked it so far. We were told about the many outings and young people also conformed staff listened to what they had to say and took forward their views.

Food was described by two young people as being brilliant and all young people were happy with their bedrooms. Some young people thought the book stock should be replenished and we were told this was being addressed.

Young people were very positive about the independent advocate to the service and thought this was really a great support.

We spoke to a relative of a young person who told us that the staff were excellent and very kind and that it was “more than just a job to them as they really care about the kids”. This relative was of the view that her young person had made significant progress in all areas of her life.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

<table>
<thead>
<tr>
<th>Area</th>
<th>Rating</th>
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<tbody>
<tr>
<td>How well do we support children and young people’s wellbeing?</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>How good is our leadership?</td>
<td>not assessed</td>
</tr>
<tr>
<td>How good is our staffing?</td>
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<tr>
<td>How good is our setting?</td>
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<tr>
<td>How well is our care and support planned?</td>
<td>4 - Good</td>
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support children and young people’s wellbeing? 5 - Very Good

The young people in Woodside children unit were experiencing high quality care with compassionate and nurturing relationships from their care staff. The atmosphere is the house on the days of inspection was welcoming and relaxed with positive interaction observed between staff and young people.
Young people told us they felt safe and cared for by the staff and liked living there. Staff members knew the young people well and were sensitive, warm and compassionate in their approach with young people. Young people were being given opportunities to develop and grow emotionally and we could see that young people had benefited from the security and stability of living in Woodside.

The views and opinions of young people were valued and the links to advocacy was embedded in the culture of the service with an independent advocate a regular visitor to the house. Complaints made by young people were robustly investigated with outcomes recorded.

Participation was promoted and young people had been involved in the recruitment of staff, the plans to further develop the service and the daily decision making within the house including, social activities, decoration and menu planning.

Staff members provided opportunities for young people to integrate into the community with trips to the local library, joining the local football club and using nearby leisure services.

Activities and outings and holidays routinely took place and gave the young people opportunities to have new experiences and strengthen their bonds with staff members.

The service had good communication with schools and committed to maintaining school placements by supporting children and with frequent liaison. This had made a significant improvement for some young people sometimes experienced challenges in engaging with education.

We were particularly impressed at the way in which young people were supported in their relationships with family. This was valued by young people who were maintaining links with family and their home community.

Young people were registered with G.P.'s, dentist and opticians and underwent health assessment with the LAC (Look after and accommodated nurse). Specialist health services such as, orthodontist, sexual health services and smoking cessations had also been sought for young people.

Young people were also accessing mental health services as needed. There was a particular focus with on-going training provided to the team on trauma and loss by and independent consultant commissioned by the Local Authority.

There was good arrangement for the storage and administration of medication. Young people were supported to manage medication when able to do so. Staff were proactive in seeking out health checks when young people were unwell.

**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

Young people formal care reviews were being held frequently and within statutory timescales. There was good communication to placing social workers with regular updates provided by the team.

We reviewed the personal plans for two young people. These were based upon GIRFEC (Getting it Right for Every Child) wellbeing indicators and gave a holistic view of the needs of the young person. The service had worked hard over the last year developing care plan formats and ensuring that all significant events were recorded in chronologies. We did consider that some more work was needed to the care plan followed SMART (specific, measurable, achievable, reviewed and time bound) principles and were told this was on-going.

We asked that ways to maximise the engagement of young people continue to be promoted.

However, we could see that the views of young people were taken to formal review settings even if the young person refrained from taking part. We could see that young people had benefited from the security and stability of living in Woodside with support provided which was tailored to their needs and preferences. We found improved outcomes in absconding and a reduction in substance misuse. There had been some very good support to young people helping them to understand the complexities and dangers of child sexual exploitation which as a consequence, young people were making safer choices.

We considered risk was well managed and admired the pragmatic approach of staff took to this. We were also impressed by the approach which was that children and young people will experience some setbacks and these should be used as an opportunity for learning and developing new skills.

The service was updating the child protection policy and procedure and found staff had a good understanding of child protection issues. However, we did consider there needed to be clearer boundaries between the role of residential staff and social work staff in one particular situation but were satisfied that this was being addressed. We did ask roles and responsibilities be made clear in the child protection flowchart.
What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

In order to promote the wellbeing and protection of children and young people, the provider must ensure clear systems are in place to record child protection concerns. Clear chronologies should be recorded to ensure processes can be tracked and audited, in order to promote confidence that any matters arising have been managed appropriately. Accountability for ensuring child protection procedures are implemented robustly should be held at management level with regular auditing and review of records to ensure that identified processes have been followed fully.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 4 - Welfare Of Users.

This requirement was made on 19 March 2019.

Action taken on previous requirement
Chronologies have been established and used to record concerns and actions taken.

Met - within timescales

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

In order to support all staff to reflect on performance and undertake their role more effectively, regular formal supervision should be carried out by managers/supervisors underpinned by a supportive appraisal process celebrating progress and identifying areas for continued professional development.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state ‘I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes’ (HSCS 3.14).

This area for improvement was made on 19 March 2019.
**Action taken since then**
This had improved and it was anticipated that the frequency would further improve now that a new manager was in place to support the deputy manager.

**Previous area for improvement 2**
In order to support young people fully with all aspects of their wellbeing, care plans should be further developed to ensure that individuals’ needs are clearly identified and agreed aims for development are in place. It would be beneficial for plans to be written using a SMART approach (Specific, Measurable, Achievable, Realistic and Time-Bound) to effectively enable staff in supporting young people to work towards and achieve positive outcomes.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state ‘My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices’ (HSCS 1.15).

**This area for improvement was made on 19 March 2019.**

**Action taken since then**
This had improved and is detailed within the body of the report.

**Previous area for improvement 3**
In order to promote an ethos of self evaluation and improvement, the service should create an improvement plan to focus on areas for progression and development. This should be created in consultation with young people, families, staff and stakeholders and be subject to regular review and discussion.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that ‘I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes’ (HSCS 4.19).

**This area for improvement was made on 19 March 2019.**

**Action taken since then**
The service now has a development plan which included the views of young people and some stakeholders. A further development day was planned to review.

**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**

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<tr>
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## How well is our care and support planned?

<table>
<thead>
<tr>
<th>Description</th>
<th>Rating</th>
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<tbody>
<tr>
<td>1.1 Children and young people experience compassion, dignity and respect</td>
<td>5 - Very Good</td>
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<tr>
<td>1.2 Children and young people get the most out of life</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>1.3 Children and young people’s health benefits from their care and support they experience</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>5.1 Assessment and care planning reflects children and young people’s needs and wishes</td>
<td>4 - Good</td>
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