

Devonside Care Home Service

Carmichael

Type of inspection:
Unannounced

Completed on:
15 January 2020

Service provided by:
A Wilderness Way Limited

Service provider number:
SP2007009337

Service no:
CS2010270301

About the service

Devonside is part of a number of services for children and young people provided by 'A Wilderness Way' organisation. Devonside is situated in a rural part of the Lanarkshire countryside. Registered to provide care and support for up to four children and young people, the service is used by local authorities across the UK. At the time of our inspection there was one resident young person.

The service is contained within a bungalow surrounded by a large enclosed garden, with patio area, which is suitable for outdoor activity.

Since the last inspection there have been significant changes to the staff team and its development had been central to the service provision. Management arrangements and staff provision had been a focus for the provider.

The service's conditions of registration are as follows:

1. To provide a service to 4 young people, between the ages of 8 to 17.

What people told us

We spoke with the young person who was resident at the time of the inspection. They told us that they felt well cared for and secure in the house. They also described very positive relationships with staff and managers which they liked. The young person's foster carer was very clear that she felt the service was providing excellent support for the young person and she was able to work closely with Devonside's staff and management to provide positive overall care for the young person. We also had positive comments from the young person's social worker.

We spoke with a parent of an ex resident who described very positive outcomes for their child which had allowed them to move positively to the next stage of their life. We also saw written feedback from recent ex residents which described a range of happy experiences and warm caring relationships with staff.

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

5 - Very Good

At the time of the inspection there was one young person resident in the house. Since the last inspection the previous residents had moved on but still kept in touch with staff. The young person I spoke to said they felt safe, comfortable and happy in the house. They described very positive relationships with members of staff who looked after them. They said they could have private space in their own room if they wished and staff respected their privacy. They said they had been made to feel welcome when they arrived at Devonside. We saw excellent evidence of caring, nurturing relationships between staff and the resident young person. Feedback from ex residents and family members was extremely positive and gave clear evidence that young people had felt well cared for and well supported in working towards their aims and aspirations.

The resident young person had decided not to be involved in formal education and had declined to start attending college so far. The provider's education co-ordinator visited and provided opportunities for

learning. Attendance at college in the near future was being considered and different options were being considered in line with the young person's needs and preferences.

Staff encouraged the young person to develop interests and to try new activities. They were interested in cooking so staff involved them in developing shopping lists and organising food preparation. They enjoyed visits to shopping centres and staff took them to various places to do their shopping. From discussions and from records of previous residents, we saw that young people were able to go on trips to different places and try new activities whenever possible. Plans were being put in place for a foreign holiday for the current resident in the summer.

Resident young people were registered with relevant medical agencies such as GP, dentist and optician. Staff were aware of each resident's medical needs and helped them to be as healthy as they could be. Healthy eating was encouraged and exercise was promoted as well as outdoor activities. From records we saw that staff had arranged medical appointments as needed and had taken young people to out of hours services and used NHS24 whenever it was needed. They had also supported a young person through a stay in hospital.

At the time of our visit there was only one resident in the house. We discussed the possible benefits of having other young people there to allow socialising and different experiences for the resident. The provider was looking at recent referrals with a view to bringing in another resident but wanted to make sure the experience would be positive for all concerned and therefore clear consideration was being given to matching the needs of current and potential residents. Being in singleton placements can be beneficial but can also lead to a lack of opportunities to develop social relationships.

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

A range of documents were in place to describe the needs of individual young people and how these needs could best be met. They included placement plans, personal support plans and risk assessments. There were also daily logs which described events and day-to-day activities. Weekly summaries were completed from the daily logs and sent to placing local authorities.

Parts of the documentation was written to the young person and discussed daily events and their outcomes. They also described feelings about them and ways in which they coped with needs and issues as well as their achievements. The content included warmth and affection from individual staff and were personal and supportive.

There was a wide range of information gathered and saved and which was there to guide staff in dealing supportively and positively with the young person on a day-to-day basis.

Different methods had been used to gather the views and feedback of the young people about their situation and what their own aims, goals and aspirations were. We saw very good evidence of individual young people expressing themselves and making comments and suggestions. Where possible, individuals had been involved in developing some of the planning documents and had expressed ideas which had been taken on and were used by the service provider to make planning and recording documents as realistic and useful as possible.

Plans and assessments were stored on Behaviour Watch which was an electronic system which all staff had access to and which was overseen by managers. Staff told us they found the system easy to use and were easily able to access it as there were two access points in the house. The system was used to gather, store and share information across the staff team as well as being used to put together plans which could be shared with placing authorities and others involved in the overall care of the young people who used the service. We discussed ways of developing the information system such as using a tablet to record shift changeovers and appointments. We also discussed the need for documents to be clear and concise and have minimum overlap with others to reduce tasks for staff wherever possible.

The service had a phone app which staff could use to communicate with each other.

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	6 - Excellent
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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