

The Old Lodge Care Home Service

Stirling

Type of inspection:
Unannounced

Completed on:
12 February 2020

Service provided by:
Church of Scotland Trading as
Crossreach

Service provider number:
SP2004005785

Service no:
CS2007152190

About the service

The service was provided from two houses. One house accommodated three younger children with complex needs. The other house had been used by the provider for some time and was accommodating two older residents who had spent a considerable time there. The provider's website described their services as follows:

"Our houses provide homely and therapeutic environments which allow children & young people to thrive and grow. By putting the child at the heart of our care, we aim to provide them with a new sense of purpose, belonging and hope.

We recognise the importance of having an adaptive and holistic service that meets the need of each unique and individual child and young person we support. Our 'core and cluster' community based houses and education campus helps us achieve this."

The service's conditions of registration were:

To provide a residential care service a maximum of 6 young people aged 8 years to 20 years.
This service will be offered from The Old Lodge, Boquhan Estate, Kippen and one satellite premises, Millmuir Farm. The Old Lodge will provide short to medium intensive focussed support to a maximum of 3 young people. Millmuir Farm will provide long-term community accommodation for a maximum of 3 young people.

What people told us

The young people we spoke with in both houses were relaxed and comfortable. They described feeling happy and safe as well as having adults around them that they could rely on and enjoy spending time with.

They told us about a range of activities they could do and described different experiences they enjoyed in the company of staff. They said that there was always an adult they could talk to if they needed to and that they were helped to try new experiences of all types.

How well do we support

children and young people's wellbeing?

5 - Very Good

We observed a range of interaction across the two houses during our visit. Young people were relaxed in the ways they spoke with staff and we saw a range of supportive and positive physical affection from staff to individuals which was naturally returned. Staff were very clear in their understanding of the needs of individual young people and sought to respond positively and warmly to them wherever possible. There was a very warm and nurturing ethos across both of the houses and clear evidence of caring relationships between staff and resident young people. We saw consistent examples of young people approaching staff for practical help in day-to-day tasks and this was provided in ways which worked well for individuals as well as contributing to the daily routines of the house. Communication and interaction was carried out in ways which young people could understand and relate to.

All the resident young people were linked to education resources and learning opportunities. Staff provided both practical assistance and encouragement for young people to attend school and learning classes as regularly as possible and gain as much benefit from them as they could. The young people enjoyed a wide

range of activities both within the house and in the local community. They were supported in their chosen hobbies and offered new experiences whenever possible. Trips and outings were organised for those who wanted them and planned for individuals during the school summer holidays. The younger residents enjoyed spending time outdoors and there were local walks and cycle runs on a daily basis.

The house had a range of spaces where young people could spend time on their own or with staff and bedrooms were arranged and furnished to suit the interests and lifestyles of the individual who lived appropriate to their personal situation. Staff helped them to maintain and build relationships which were important to them. Young people were encouraged to have time with family or friends when this was feasible and in their interest.

Young people were registered with local health services which enabled them to promptly access routine checks as well as treatment when this was needed. The older residents were helped to develop an understanding of how to make and attend their own appointments but were given support to meet their needs which enabled them to use GPs, dentists and opticians without stress. The staff team were able to demonstrate a very good knowledge of local agencies and services which could be accessed when specialist help or advice was needed. We saw from records and heard from staff that the service had very good working relationships with any health professional or organisation which could contribute to the overall care of individuals or meet specific needs. Medication was administered by staff and young people were helped to learn how to self administer where this was considered feasible. We saw that medications were properly stored and routinely checked.

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

All documentation linked to care planning for resident young people was stored on an electronic system. Staff told us it was easy to access and use as well as being time effective to carry out care planning tasks.

All young people had an up to date personal plan which described their needs and how they would be met. Plans were routinely, regularly reviewed and adjusted to take account of changes of needs as well as achievements and successes. Aspects of the care planning system were based on the SHANARRI (safe, healthy, achieving, nurtured, active, responsible, respected and included) wellbeing indicators from Getting it Right For Every Child (GIRFEC). The plans contained both short-term aims which were updated monthly as

well as longer term life plans with goals and descriptions of the young person's aspirations. Plans were written in the first person and where feasible the language used was as simple as possible to help young people to understand the content.

A range of care planning documents were kept for each young person. These included risk assessments which had clear descriptions of potential risks and their level of harm. There were also specific plans for each young person to deal with crisis management in the event of challenging behaviour. These were linked to de-escalation techniques and behaviour management strategies from the Therapeutic Crisis Intervention (TCI) system which staff were trained to use.

Records were kept of specific pieces of direct work which had been carried out with individual young people to tackle issues and needs which had been identified and agreed upon.

All care planning documents had a linked change record which allowed staff to see when changes had been made to plans and what these changes had been. This also assisted the understanding of progress which had been made and allowed achievements to be noted and celebrated.

We discussed the benefits of having a clear date at the front of each document to assist staff to understand how recent it was and therefore its relevance to daily routines and events.

We also discussed the potential use of electronic devices instead of log books and communication books in the houses. This could reduce the amount of paper being kept in the houses. As policies were available online and could be sent to work email addresses of all staff there was not a need for large paper files to be stored. Where information is sent to staff on their work email then they are responsible for reading it and using it as it is needed.

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?	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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