

Rossie Youth Accommodation Services School Care Accommodation Service

Rossie Young Peoples Trust
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Type of inspection:
Unannounced

Completed on:
10 August 2021

Service provided by:
Rossie Young People's Trust

Service provider number:
SP2003000292

Service no:
CS2007166360

About the service

Rossie Youth Accommodation Services is provided by Rossie Young People's Trust, an incorporated association and registered charity managed by a Board of Governors.

The service is set in extensive beautiful countryside a few miles from the town of Montrose. It is provided from two separate premises, providing close support from within the main building of Rossie.

Their service mission statement is:

'To provide a safe, supportive and stimulating environment in which young people can achieve their full potential, develop respect for themselves and for others and be helped to understand the attitudes and skills they will require to move back into a less restrictive setting'.

What people told us

Young people we spoke with were able to discuss some of the good aspects of living at Rossie. These included fun events and activities, making real progress at school and with aspects of their behaviour (which they felt had improved due to the strategies they had learned). Almost all said they liked the staff that cared for them, though there were inevitable times that things could be tense. They described the ways they had personalised their bedrooms and some of the ways they had been involved in choosing things for their house. Most felt they were asked for their views and that these were listened to. Outdoor activities, including forest school, appeared to be enjoyable for most of the young people we spoke to.

Some young people said it could be difficult living alongside some of their peers. Sometimes there were restrictions in what they were able to do which seemed unfair. Some felt there was little difference between the restrictions of previous placements in a secure setting to the close support setting they were now in. Not all young people felt they had as much staff time as they would like, though understood this could be difficult.

Social workers who shared their views were positive about the progress young people were making, and about staff understanding them well. They felt that communication was good and that staff were always well prepared for meetings and good advocates for young people. They commented positively on the flexibility of the service and said staff worked well together as a team and were open and professional.

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

5 - Very Good

Staff worked hard to develop significant relationships with young people and understood the importance of these relationships as key to young people's success. There was a strong understanding of the importance of continuity and maintaining the relationships that mattered to young people.

Throughout the inspection we observed nurturing care, which was respectful, thoughtful and kind. There was good use of gentle encouragement, persistence, and fun. Staff had good knowledge of young people's strengths and 'flashpoints' so incidents could be diverted (de-escalated) at an early stage. Understanding was supported by good assessment which identified strategies of support. Staff understood the impact of

trauma and had access to a range of credible interventions (see later in this report re assessment and support planning).

There was a relaxed atmosphere in both of the houses with a focus on positive activity and staff spending a lot of time with young people, keeping them busy and engaged. This was important for young people's sense of structure and in developing trusting relationships.

Young people were encouraged to fully engage with plans and decisions about their care and support. They were active participants in regular 'team around the child meetings' where the key staff came together to discuss progress and future plans. They were encouraged to complete their own CALM (Crisis, Aggression, Limitation and Management) assessment which provided useful indicators to staff about how they could be supported in times of difficulty, and shared helpful information about bedtime routines that would support good rest and sleep patterns.

The service actively promoted young people's awareness of their legal rights, ensuring that any decisions were made with their agreement and consent. We saw a strong focus on getting young people's views and supporting their attendance meetings. When young people did not want to attend meetings, they told us that they had staff who they trusted to represent them fairly.

Relationships with significant adults/family were promoted. Young people had the opportunity to contact people that were important to them in a range of ways. During the Covid-19 pandemic every effort was made to support young people to use technology to maintain relationships, with additional facilities made available to support outdoor visits as soon as this was possible.

Any complaints raised by parents/young people are taken seriously. We saw examples of stringent fact finding as a result of issues raised, and very good communication with people to ensure they were satisfied with the outcome. Where young people are not happy Rossie staff and managers listened to their views respectfully with the aim of resolving their concerns.

We saw that education staff were involved in planning for each young person as part of the team around the child, with schooling being considered as a core component of young people's care. Attendance was mixed across the houses with some young people finding education attendance very difficult. Some young people had done exceptionally well in gaining National Qualifications and certification.

There was a wealth of opportunities for young people to become involved in award schemes such as John Muir/Saltire Awards and the Eco School Programme, all accessed within a Rights Respecting School. The Forest School within the grounds also provided great opportunities for young people to develop important skills and understanding and achieve accreditation. We were told of plans to develop a skills academy where young people could complete vocational courses and awards.

There were very good opportunities for young people to develop and maintain good physical and mental health. From the point of moving to Rossie young people were introduced to the healthcare team and had an initial healthcare assessment to support their ongoing good health and wellbeing. They were generally encouraged to use services in the local community, however, also had access to the nurse and healthcare assistant at the service. The onsite specialist interventions services (SIS) team supported positive mental health with some young people also accessing CAMHS (Child and Adolescent Mental Health Services) services in the community. Good use was made of the extensive outdoor area for exercise and fresh air, with various indoor groups and activities promoting interests and relaxation.

Care, education and specialist intervention services (SIS) workers supported and educated young people to understand healthy respectful relationships. There were positive examples of the service being inclusive of all young people. They had recently achieved the bronze LGBT charter award, with in-house champions focused on ensuring all young people felt included regardless of their gender or sexuality. Discrimination and bullying were challenged appropriately.

There was a focus on keeping young people safe with well-established links with the local child protection team and robust policies and procedures. Staff were trained in de-escalating challenging situations and restraint, with mediation promoted as a positive way to re-engage young people and move forward. The service was actively considering restraint practices and types of restrictive interventions in order to reduce these, however, there had been a high level. They were about to finalise a digital system which would help further analysis of incident, and which may also support restraint reduction.

Transitions were generally well planned and supported with individualised plans which detailed the support young people needed. On moving on from Rossie significant information was shared with future placements, including schools. The SIS team had recently extended their role offer continued support to young people who were moving on, ensuring continuity and the opportunity to complete any focused work they were engaged in.

All young people had access to advocacy from 'Who Cares? Scotland' and, for some, additional advocacy services from their placing authority. Advocates spoken with during the inspection were largely positive about the service promoting the rights of young people and encouraging them to access advocacy services. We concluded that young people had a voice and were listened too.

Areas for improvement

1. The organisation should continually assess any restrictions to the environment which prevent young people's free movement. This should include the impact of individual risk assessment and restrictions on the wider group.

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

'I am as involved as I can be in agreeing and reviewing any restrictions to my independence, choice and control'. (HSCS 2.6).

2. The service should review the procedures for auditing medication to ensure that they can, at all times, account for the medication held in each of the houses.

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

'I experience high quality care and support based on relevant evidence, guidance and best practice'. (HSCS 4.11).

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 young people had assessments and support plans which together gave clear and focused details of their support needs and how these would be met. Appropriate reports and documentation were also accessible and provided useful information about a young person prior to their move to Rossie.

Support plans were underpinned by accredited formulation and risk assessment, involving young people, and listening to their views of their own strengths and vulnerabilities. Plans had a positive focus, backed up by photographic evidence of young people taking part in activities, and for some books and stickers to acknowledge achievement. Progress was further evidenced by the use of wellbeing webs which helped young people assess their own progress.

Formulation assessments were comprehensive and provided helpful strategies and understanding which supported staff to identify and deliver therapeutic care and support. We saw a clear link between formulation and the way staff supported young people on a day-to-day basis. Formulation assessments identified the young person as the most important person in the process with very positive examples of how some young people had been supported to engage and understand the assessment. We recognised that the document provided some helpful information to support young people's understanding, but that for some this may need to be developed to be available in a more accessible format.

Staff were committed to ensuring that young people were at the centre of their support, with constant encouragement for their involvement. Review and planning were done robustly at regularly scheduled 'team around the child' meetings, and also in a responsive more immediate way when required to meet any changing needs. The 'team around the child' included health, education, care staff, specialist intervention staff and social work, as well as the young person. Most young people were able to tell us about plans for their future, however, it was not always evident that they had read and agreed their plans.

Young people and staff spoke about a document they were creating which was about changing the professionalised language used in care services. Both acknowledged that it would take time to change established practice, but that the use of different terms to describe meetings and experiences will be more positive and less institutional.

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 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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