

# Strathmore Centre Care Home Service

Forfar

**Type of inspection:**  
Unannounced

**Completed on:**  
16 December 2021

**Service provided by:**  
Angus Council

**Service provider number:**  
SP2003000043

**Service no:**  
CS2003000360

## About the service

Strathmore Centre is a short term residential respite service for up to four children/young people with disabilities. Recently the service has developed to operate temporarily on a full-time basis due to the ongoing Covid-19 pandemic, to better support the needs of the young people and families they work with. The permanency of this decision is currently under consideration. The service is situated in Forfar close to shops and local amenities.

It should be noted that this inspection took place during the Covid-19 pandemic restrictions and therefore followed a revised procedure for conducting inspections in these circumstances.

This inspection was carried out by an inspector from the Care Inspectorate.

This service has been registered since 2002.

## What people told us

During the inspection we talked with the young people and staff. We also received feedback from questionnaires which were shared with staff, young people and professionals. Some of the comments were as follows:

"It's a service which has benefited us a lot."

"The support we received by phone when the service was closed, was excellent."

"I am confident my child is having a good time at Strathmore."

"The continuity is great here."

"The building is much more homely."

"Being open full time has really helped us develop relationships."

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

**5 - Very Good**

We made an evaluation of very good for this key question, as there were major strengths in the care and support provided to the young people. This resulted in positive outcomes, where one young person was able to learn to count to ten whom had limited verbal communication previously.

Young people and their families/carers had positive relationships with the staff, we heard staff say, "we need to build positive relationships, to help develop a care package which is individual and meaningful to them." The service was able to recognise that changing their remit to operate full time, gave more opportunities to spend time with the young people and develop relationships.

The manager was committed to improving the experience of the service to the young people and ensuring their individual needs were taken into consideration. This was conducted through a new referral process

which looked at the individual needs of the young people and how these could be met alongside other young people using the service. We heard from professionals "Staff have a good understanding of both the children's needs and support they require." On viewing these referral documents, we were able to see how this also took into account how to increase socialisation for the young people and match their stays alongside other young people with similar interests.

The service was closed for a short period, however also opened for a longer period during lockdown at a significantly reduced capacity. We heard how contact and support was still maintained with the young people and their families. A plan of weekly activities via zoom was implemented where staff dropped off items to enable them to be included, such as baking materials, bingo books and also hosted an outdoor cinema evening. Allowing the young people to still feel connected with the service.

Due to some of the complex needs the young people it was not always possible for them to share their views. However, we saw how this was recognised by staff and they approached parents to obtain their wishes, and we heard one parent tell us, "staff have been excellent at talking to me and taking the time to get to know my child." We also observed communication aids being used to support the young people through their routine and saw how these were also used to help them communicate their choices.

### 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**

We found significant strengths within the care planning for the young people using the service which supported individualised care of the young people, therefore we evaluated this key question as a very good.

During the inspection we observed the re-formatting of care planning documents to ensure that these were individual to the young people. One staff member told us, "we always get time to read the care plans before the young person arrives, and they are always kept up-to-date." When we read the care plans the young people's care was detailed, telling us how they communicated, health needs, their routines, likes and dislikes.

Risk assessments and behaviour support plans were informative, describing pro-active strategies of distraction and planning trips to give the young people purpose and routine to their day. This also went on to describe triggers for the young people and how best to support them by distraction listing primary and

secondary strategies. When we spoke with the staff it was positive to hear they felt these strategies worked well, and that their relationships with the young people were an important aspect to this.

Outcome recordings were in the process of being reformatted to recognise the achievements of the young people. The outcome trackers we saw had a wide range, and needed to be more specific. We were reassured that this was an area the service had identified already and were beginning to progress.

## 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?	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
How good is our care and support during the COVID-19 pandemic?	not assessed

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