

# Ferndale Care Home Service

Glasgow

**Type of inspection:**  
Unannounced

**Completed on:**  
20 April 2022

**Service provided by:**  
East Dunbartonshire Council

**Service provider number:**  
SP2003003380

**Service no:**  
CS2006124929

## About the service

Ferndale has been registered with the Care Inspectorate since 2011 and is a residential children's care home. Ferndale also operates an outreach support service from the same premises. These services share a management structure, staffing, policies, systems and procedures, and are both owned and managed by East Dunbartonshire Council.

The aim of the service is to provide care and support to children and young people, providing a safe, homely, nurturing and secure environment to live in. Ferndale is a purpose-built house in Kirkintilloch, providing care for ten children and young people. At the time of inspection, nine young people were residing at the service.

All young people have their own bedrooms with en-suite facilities. One bedroom has kitchen facilities to promote independent living skills. There are a number of communal living areas including two lounges, a dining area, two kitchens, a bathroom and a pamper room/snug.

Ferndale Outreach Service was supporting eight young people at the time of inspection. It was acknowledged that some Outreach support was curtailed due to the impact of Covid-19.

This inspection took place during the Covid-19 pandemic restrictions and therefore followed a revised procedure for conducting inspections. For the purposes of regulation, we carried out one inspection for both the care home and outreach services.

## What people told us

During this inspection we spoke to young people, their families, staff, and stakeholders of those using the service. This included online surveys, telephone calls, virtual meetings, in person meetings, and observing a number of young people interacting with staff. Some of the comments we received included:

"I can honestly say there is nothing I could think to change where my personal support from my supervisor and Ferndale managers are concerned. As a team of colleagues, we have respect and consideration for each other, it's just a nice place to work."

"The staff are great usually communication wise, they do phone [and] provide updates."

"I feel looked after and safe. They're [staff] like family."

"I love her [staff] to bits. She is the nicest lady."

"The staff team and management are a dedicated and motivated resource, always placing the wellbeing of the children and young people as their main priority. This was and is highlighted during the recent and ongoing pandemic."

## 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

How well do we support children and young people's wellbeing?	5 - Very Good
How well is our care planned?	6 - Excellent

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**

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Young people living in Ferndale were benefitting from caring relationships, enabling young people to feel safe and loved. When speaking to staff, they all demonstrated that they knew the young people exceptionally well. Activities for all young people were individualised, there were regular one to one times and daily logs about young people were written respectfully.

Participation was embedded within the culture and in practice in Ferndale. Feedback from young people was valued and acted upon. This included young person's meetings, complaints being responded to, newsletters during Covid-19, a Promise participation worker, and the introduction of the 'Mind of my own' electronic app. Staff showed creativity in their communication styles, dependent upon the young person and their needs.

Young people had access to advocacy services and we were told that the Who Cares Scotland worker was a regular visitor, attended outings with the young people and during Covid-19, arrangements were made to accommodate changing restrictions. The service evidenced effective multi-disciplinary working with social workers, health professionals, education, police, housing and other specialists.

Young people had access to education, further education or employment opportunities. Some young people remained within Ferndale under continuing care, some were working towards having their own tenancy, and young people who had moved on from the service were supported by Ferndale Outreach. Personal aspirations, pets, family time and relationships important to young people were also supported by staff.

Balanced food and dietary requirements were considered, and young people were supported to have good routines and maintain healthy and active lifestyles. This included access to routine or specialist health appointments.

Staff had a good understanding of how to protect young people from harm and were aware of child protection processes. There were regular team meetings, peer support, staff training, and development opportunities, with a focus on relationship based, strengths based, and trauma informed practice.

We heard that debriefs could be inconsistent, supervision could be more regular and communication and handovers between shifts could be improved. It was pleasing to hear that the service had recognised this and were in the process of making improvement plans. This included changing the rota, increasing nightshift staffing, and having longer handover times between shifts.

We heard that young people benefitting from affection and touch had been significantly impacted during Covid-19. Social distancing, mask wearing, limits to the number of people in rooms, limitations to visitors, and isolation requirements were in place. This impacted on care, support and relationships. We heard that despite public health guidance, there had sometimes been a level of flexibility during periods of difficulty for young people, and staff had built and maintained loving relationships with young people.

## How well is our care and support planned?

**6 - Excellent**

We evaluated this key question as excellent, where performance was innovative and sector leading, and is sustainable.

We found that the quality of assessments, care planning and record keeping in place for each young person was excellent, and gave clear accounts of the young person. Records noted young people's strengths, their potential, and clear accounts of their views. They were colourful and child friendly using bold fonts, photographs and age appropriate language. The plans were child centred and the child's voice was heard throughout.

We found that young people's views were taken seriously, and were implemented where possible. This included decisions to refurbish the snug into a pamper room, decorating bedrooms, trying new activities or hobbies, choices around meals, and young person's views on their own care plans were actively supported.

Care plans were detailed, multi-agency and based on SHANARRI (safe, healthy, achieving, nurtured, active, responsible, respected and included) wellbeing indicators from Getting it Right for Every Child (GIRFEC) and SMART (specific, measurable, achievable, relevant and timebound). Plans were dynamic and regularly reviewed and updated, and also subject to regular rigorous quality assurance processes.

Each young person had individual risk assessments and management plans. These were trauma informed and used different strategies to support young people and reflected their ranging needs. Risk assessments and management plans were linked to young people's individual assessments, care plans and planned one to one sessions.

Young people were supported with their health, wellbeing, interests and ambitions. All young people had access to a key team, and had key team meetings which young people had the opportunity to fully participate in. Young people had regular one to one sessions with their key team. During sessions, young people completed wellbeing webs to track their progress, alongside other tools, such as Teen Talk. Sessions were individualised, dependent on the young person's goals and we saw that young people were supported to succeed.

## 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	6 - Excellent
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?	6 - Excellent
5.1 Assessment and care planning reflects children and young people's needs and wishes	6 - Excellent

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.