

Curo Salus - Bridgend Cottage Care Home Service

Kilwinning

Type of inspection:
Unannounced

Completed on:
1 June 2022

Service provided by:
Curo Salus Limited

Service provider number:
SP2004006972

Service no:
CS2008190390

About the service

Bridgend Cottage is one of several houses provided by Curo Salus Ltd. The service has been operating since 2009 and registered with the Care Inspectorate since the Care Inspectorate was formed in 2011.

The service provides a residential care home service for up to 6 young people aged between five to 18 years. The cottage has one large living room, a large living room with a dining area, and kitchen. Five young people live in the main house and they all have their own bedroom, with a private ensuite. One young person lives in a self-contained independent living 'pod' which includes ensuite, kitchen facilities and a small living room area.

The cottage is located in a rural area, within close proximity to Kilwinning town. It is beautifully located, the grounds are well kept and the living areas are furnished, decorated and maintained to a very high standard.

About the inspection

This was an unannounced inspection, carried out by one inspector and team manager, which took place from 27 to 31 May 2022. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information. We also reviewed information submitted by the service and information gathered throughout the inspection year. To inform our evaluation we:

- spoke with all young people using the service, young people who previously used the service and some family members
- spoke with staff, management and senior management team
- spoke to representatives from Social Services, Advocacy and Educational Psychology
- reviewed survey responses received from young people, staff and external professionals
- observed practice and daily life in the cottage
- reviewed key documents.

Key messages

- Young people felt safe and cared for.
- Young people were fully aware of their rights and these were promoted by staff.
- Young people were supported to achieve their potential in all aspects of their life.
- Staff were very good at building strong, meaningful relationships with young people.
- Staff were confident in their knowledge of child development, attachment and trauma.
- Staff prioritised young people's physical health, mental health and emotional wellbeing.
- Staff supported young people to maintain their connections with important people.
- The management team supported staff, creating a welcoming, reflective, learning culture.
- Leaders were committed to continually improving practice and outcomes for young people.
- There was a strong ethos of multi-agency, research based, child centred practice.

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 rights and wellbeing?	6 - Excellent
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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 rights and wellbeing?

6 - Excellent

We evaluated this key question as excellent, where performance was sector leading. Practice was effective, innovative and sustainable, across a wide range of activities, with outstandingly high outcomes for children and young people.

Young people told us they felt safe and well cared for. We saw a high level of emotional warmth, caring, affectionate and nurturing relationships. Risk assessments for all young people were thorough and reflected their age, stage and circumstances. We heard that restraint was not often used, however when it was, staff felt confident and supported in this practice. Staff were confident in child protection and whistleblowing. Family and stakeholders told us that communication from staff was consistent and excellent in quality.

Young people told us they felt listened to, and their views acted upon where possible. Young people were supported to access advocacy, attend meetings, share their views, complete paperwork, and their wishes were reflected throughout all key documents. Staff were creative in seeking young people's views.

There was a strong ethos of research based, child centred and strengths based practice. Staff were highly committed and prioritised building meaningful, respectful and trusting relationships with young people. Relationships were informed by staff's knowledge of child development, attachment and trauma. We found that the PACE (playfulness, acceptance, curiosity and empathy) model was embedded in staff practice. Leaders, management and staff were all committed to learning and improving practice and conducting up-to-date research with the inhouse psychology team.

Children and young people's physical health needs were well catered for, and young people had access to routine or specialised health appointments. Young people enjoyed a well-balanced diet, and mealtimes were nurturing occasions, spent together. Mental health, and emotional wellbeing was a priority, with all young people having access to frequent, individualised, psychological supports. We heard young people were able to explore thoughts, feelings and emotions. This included using play, videos, mindfulness sessions, and modules in emotional literacy, emotional regulation and life story work.

Connections to people important to young people were championed and respectfully fostered. Staff took an active role in supporting these relationships which included arranging, financing, transporting or supervising. Staff were creative and flexible in building opportunities for family time and creating positive memories. This included young people going on holiday with their brothers and sisters, family visiting the cottage, family activities and day trips.

Support children and young people received was multi agency, co-ordinated and reflected in all key documents. Key documents were SMART (specific, measurable, achievable, relevant and timebound) and based on SHANARRI (safe, healthy, achieving, nurtured, active, responsible, respected and included) wellbeing indicators from Getting it Right for Every Child (GIRFEC).

Children and young people were supported in their interests in the local or in their home community. This included Beavers, football, circuits, rugby, Tae Kwon Do and horse riding. Young people were also supported educationally, with individualised education plans. We heard about young people moving on to mainstream primary school, college and employment. Young people were supported to have their aspirations met and to reach their full potential.

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 rights and wellbeing?	6 - Excellent
7.1 Children and young people are safe, feel loved and get the most out of life	6 - Excellent

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