

Stepdown North Care Home Service

Glasgow

Type of inspection:
Unannounced

Completed on:
3 May 2022

Service provided by:
Stepdown

Service provider number:
SP2008009794

Service no:
CS2016344064

About the service

Stepdown North is a residential care home service for up to three young people aged between 13 and 20. It is provided by Stepdown, which is a private limited company and charity. The house consists of a two-storey, modern building situated within a residential area less than three miles from Glasgow city centre and is close to a wide range of local shops, parks, and bus routes. All the young people have their own bedroom with separate, private bathroom. The house has a large shared sitting room, kitchen-diner and additional separate space for families and friends to visit. There are large gardens to the front and rear of the building.

About the inspection

This was an unannounced inspection which took place on 26 and 27 April 2022. One inspector carried out the inspection. 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 three of the young people using the service and two of their family and friends
- Spoke with staff and management and external professionals
- Reviewed 11 survey responses we received from young people, staff, and external professionals
- Observed practice and daily life
- Reviewed documents.

Key messages

- Young people felt loved and cared for.
- Staff were exceptionally good at developing committed, meaningful, and safe relationships with young people.
- Young people remained connected to family and friends.
- Young people were fully involved in their care and staff were very good at empowering young people to express their views.
- Young people felt safe, and staff were very good at working with a range of professionals to ensure this.
- Young people felt encouraged and supported to engage in a range of education, training, and activity-based opportunities.

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?	5 - Very Good
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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?

5 - Very Good

Key Question 7. How well do we support children and young people's wellbeing?

We evaluated this key question as very good, where the service demonstrated major strengths supporting positive outcomes for young people.

Young people told us they felt safe, respected, and valued in their home. They benefited from knowledgeable staff who practiced in a calm, consistent and containing manner and who were passionate advocates for the services non-restraint policy. The young people were at the heart of decision making and their right to choose and be kept safe was at the centre of the services culture. Young people at risk were protected through collaborative relationships with key agencies. We saw examples of staff taking confident, proactive, and decisive action in order to keep young people safe. One parent told us: 'They include me, police, and social workers to keep my child safe when they can't make positive choices for themselves'.

Young people exercised a high degree of choice in their lives, though for some, there were restrictions to protect their wellbeing. When this was in place, the young people understood why, and they described how they regularly voiced their views and influenced their care plan. They all described confidence in how to complain and had access to a range of adults external to the service, including advocacy. This meant young people's rights were respected.

Young people were cared for by a staff group skilled at developing strong, positive, nurturing relationships. Every young person we spoke with, described feeling loved and cared for, and they were clear that the love shown to them was genuine and unconditional. One young person told us: 'You just can't fake this'. This strength of relationship was observed in practice and staff were observed to interact thoughtfully and sensitively. It was apparent this practice was trauma informed. This contributed to the young people developing a positive sense of self-worth with an experience of being claimed and we were confident the young people were cared for by a team who understood their needs and who provided consistency whilst respecting individuality.

Young people were fully engaged in their care, and they benefited from high quality personal plans that they could influence and change. They were supported to participate in regular reviews and their physical and mental health was a priority. Young people had access to a range of professionals relevant to their needs which contributed to young people's ability learn and develop skills to manage difficult emotions. One young person described the staff as 'knowing me better than I know myself and this has helped me manage to regulate. My mental health has never been so good'. An external professional described this service as 'one of the best corrective care giving experiences where young people can make mistakes, learn, and move on'. One parent told us: 'My child has never looked so well cared for'.

All young people stayed connected with friends and family of their choosing. They were supported by staff who drove long distances to maintain these important relationships and friends were welcome at the house. One parent described this by stating 'they make sure I am safe as well as my child so we can see each other'. This helped young people to develop their sense of belonging.

The young people were busy with individual daily plans involving a range of experiences including work, school, volunteering, college, and leisure activities. The staff were aspirational in their hopes for each young person. This was supported by a service development plan that was informed by The Promise and which had positive outcomes for young people at the centre. There were ideas to develop the shared outdoor space into a sustainable produce garden and we reminded the service that any building work should be risk assessed to ensure the young people's safety.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

In order to meet the service's aims and objectives and ensure that staff have the appropriate skills, the provider should develop and implement a suitable learning and development programme.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards, which state 'I have confidence in people because they are trained, competent and skilled...' (HSCS 3.14).

This area for improvement was made on 13 February 2019.

Action taken since then

The service provided evidence of a training and development plan for the team as well as individual staff. This was recorded and regularly reviewed as part of the managers quality assurance process. This training plan linked to the needs of the current young people as well as learning identified from working with previous young people. This area for improvement was met.

Previous area for improvement 2

To ensure staff are registered with the appropriate professional body and are on the appropriate part of the register, the provider should put in place a robust system for monitoring registration and for making sure that staff are aware of their responsibilities.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards, which state that 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 13 February 2019.

Action taken since then

Pre inspection checks confirmed all staff were professionally registered as required and all training conditions were met within identified timescales. A quality assurance process was in place and recorded as part of every staff supervision. This area for improvement was met.

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?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good

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