

The Old Lodge Care Home Service

Stirling

Type of inspection:
Unannounced

Completed on:
16 May 2022

Service provided by:
Church of Scotland Trading as
Crossreach

Service provider number:
SP2004005785

Service no:
CS2007152190

About the service

Crossreach Children's Residential Support Services is a residential care home service for up to six young people aged between 8 and 20. The service is delivered from two premises; The Old Lodge, Boquhan Estate, and one satellite premises, Millmuir Farm. The houses are three miles apart, in a semi-rural location and situated on the periphery of residential villages. There is access to local shops and parks and a broader range of facilities in Stirling which is approximately eight miles away. All the young people have their own bedroom with separate bathrooms. Each house has a large, shared living space and kitchen-diner. There are large gardens surrounding each property.

About the inspection

This was an unannounced inspection which took place on 11 May 2022 between 11:00 and 20:00, and 12 May 2022 between 09:00 and 17:00. 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
- Reviewed 16 survey responses we received from young people, staff, and external professionals
- Observed practice and daily life
- Reviewed documents.

Key messages

- Young people felt safe, loved, and cared for
- Staff were exceptionally good at developing committed, meaningful, and safe relationships with young people
- Young people remained connected to family
- Young people were listened to, and staff worked hard to understand young people's views and needs
- Young people were cared for by staff who advocated passionately on their behalf
- Young people had very good access to education and a wide range of recreational activities.

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 and showed us, that they felt safe, respected, and valued in their home. They benefited from staff who were committed, well trained, and determined to deliver the least restrictive care possible. The young people were at the centre of decision making and their right to be accepted, understood, and be kept safe was central to practice. Young people at risk were protected through trusting, respectful relationships with staff and this was supported by professionals from external agencies. The staff team used a creative approach to ensure each young person understood what safe relationships should look and feel like and this was attuned to each individual's age and stage of development. Young people who had experienced discrimination were confidently protected from harm by key staff who effectively challenged and addressed this.

Young people were cared for by a staff group, the majority of whom were skilled at developing strong, positive, nurturing relationships. There was a real commitment from the service to ensure the young people benefited from a whole team who practiced in line with the Crossreach model. There was a high ratio of staff and we discussed how the service should ensure that this continues when more young people were admitted to the service.

One young person we spoke with, described feeling loved and saw key members of staff as their family. This was evident through the many shared experiences this young person had and was captured by the photographs over the years of living in the service. There were good examples of the strength of relationship in practice and staff were observed to interact thoughtfully and sensitively. It was apparent this practice was trauma informed. We also saw young people having great fun and having the freedom to engage in play relevant to their stage of development and which made good use of the outdoor space. Where possible, young people were engaged in their care, and they benefited from high quality personal plans. They were supported to participate in reviews through the 'having your say' process. We were confident young people were cared for by a team who were striving to understand their individual needs and who provided consistency whilst respecting individuality.

All young people stayed connected with friends and family of their choosing and they were supported by staff who drove long distances to maintain these important relationships. A thoughtful approach considered what young people wanted from these relationships and this was balanced with the young peoples need to be supported to manage the range of feelings this could raise. Family members told us they had confidence their child was being well cared for.

The young people had very good access to education, volunteering, and fun activities. And they benefited from a staff team who were aspirational in their hopes for everyone. A multi-agency approach ensured that any barriers to learning and achieving could be addressed.

There were no requirements or areas for improvement from the last inspection.

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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