

Carston House Care Home Service

Ayr

Type of inspection:
Unannounced

Completed on:
30 September 2022

Service provided by:
Clearview Care Limited

Service provider number:
SP2018013237

Service no:
CS2018371684

About the service

Carston House is a large detached house set in it's own grounds outside a village in East Ayrshire.

The service is a residential care home registered to accommodate up to three young people. The service provides young people with a large tv lounge and dining kitchen in addition to their own bedroom internally. External to the main building is an annexed building with facilities for young people to enjoy, including exercise machines, arts and crafts and computer games. The service grounds also has a chicken coop with live chickens and a large grass area for outdoor games.

The service sits on the outskirts of n East Ayrshire village and has access to local transport links to the larger towns of Ayr and Cumnock.

About the inspection

This was an unannounced inspection which took place on 27 September 2022 at 11:30. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service.

This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with two people using the service
- spoke with five staff and management
- observed practice and daily life
- reviewed documents

Key messages

- Young people were flourishing in the service.
- Young people felt a strong sense of care and support from the staff group and managers.
- Young people enjoyed both shared activities with one another and pursuing their own individual interests.
- Young people considered the staff to be trustworthy, safe and nurturing.
- The service had young people's rights at the centre of their practice.
- The service was supporting young people to make significant progress and achieve very good outcomes.
- The service staff were strong advocates for young people and in supporting their best interests.
- The staff team worked well together to put young people at the centre of planning and to engage young people in their care plan.

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
--	---------------

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

We evaluated this key question as very good where performance was of a very high standard with outstandingly high outcomes for the young people.

The service staff were committed to promoting young people's rights and advocating on their behalf to have these realised. Young people were enabled to access the levels of support their human rights entitled them to. Continuing care arrangements had been agreed and education facilities accessed for young people from outwith the United Kingdom, for example. This provided young people with the high levels of safety, security and support that they required. They were subsequently able to positively engage in employment or training in pursuit of the type of employment they aspired to.

Young people were successfully encouraged to make and build positive friendships in the community through participation in activities of interest and in new experiences. Previous positive relationships were also supported, and communications and meetings enabled with family members. The young people were therefore assured that relationships important to them would be maintained. Strong positive relationships between the young people in the house were also nurtured and they enjoyed spending time on shared activities in the community.

The young people's identities were protected, and individual interests nurtured. Cultural and spiritual needs were fully respected and promoted with any individual needs identified and addressed, for example. This allowed young people to maintain their sense of identity and culture whilst positively supporting diversity. This also expanded the young people's sense of community and experiences.

The staff team worked hard to communicate clearly with young people whose first language was not English. Communication apps were used to ensure young people's views were heard and understood and therefore that young people were reassured staff would guide, support, advocate and care for them. Supports external to the service were also accessed to ensure that communications were effective. Young people were assured by these arrangements and were developing their communication skills and successfully engaging in education, leisure, social and formal meetings as a result.

Individual interests and activities were supported enthusiastically, and staff engaged in the young people's interests such as keeping fit, horse riding, football, and the young people's pets. The service layout allowed for young people to spend time together on shared activities such as circuit training or playing computer and board games and also allowed for more solitary activities such as playing and listening to music or painting and arts and crafts. Young people were therefore enabled to socialise and relax at the pace that suited them.

Staff had developed strong nurturing relationships with young people. The young people spoke of staff they could trust and who they would turn to for guidance and advice. We observed young people and staff interactions and saw clear warm and nurturing care with appropriate trauma informed and empathetic responses to young people's questions and needs.

The service staff were encouraged to progress their professional development and to coordinate this with the young people and the services needs. Young people therefore benefited from a staff team who fully understood their needs or where to seek advice should unfamiliar situations arise.

The service maintained very good links with external stakeholders. Young people were therefore assured of their care and support through additional contact from social workers, independent advocates, guardians and family. This was particularly important for young people with no family available to them in the United Kingdom.

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

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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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.