

Brucefield Care Home Service

Stirling

Type of inspection:
Unannounced

Completed on:
11 November 2022

Service provided by:
Stirling Council

Service provider number:
SP2003002689

Service no:
CS2003011484

About the service

Brucefield is a children's care home, registered to care for a maximum of five young people aged between 11 and 20 years. The service is managed by Stirling Council.

The house is a purpose built bungalow, with extensive outdoor areas and is close to all local facilities. Brucefield has a full time manager, a senior practitioner and a team of childcare workers. There are also several dedicated relief staff.

The aims and objectives of the service include:

- to support young people to feel safe in a homely environment.
- to build relationships and promote family relationships.
- to support young people to experience the same opportunities as their peers.

Brucefield also has a bedsit area for young people who are moving towards more independent living. In addition, the service manager is also manager for the Corporate Parenting Hub. This separate service supports transitions for young people to live more independently and subsequently gain their own tenancy.

About the inspection

This was an unannounced inspection which took place on 1st, 2nd, and 3rd of November 2022. The inspection was carried out by an inspector from the Care Inspectorate, accompanied by an involvement adviser for children and young people. 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 four people using the service and two of their representatives
- spoke with six staff and management
- observed practice and daily life
- reviewed documents

Key messages

- The manager and staff team were experienced and received regular training
- The staff team had good knowledge of risks for young people. The details of what staff should do, although known, was less evident in risk assessments. We suggested improvement in this area.
- The service worked very well with other professionals to meet the goals of young people, this included Health, Education, Social Work and Advocacy.
- The service should further develop quality assurance measures to ensure that other agencies are informed of all notifiable instances.
- The service championed continuing care, this led to some very good outcomes for young people, ensuring they received consistent care as long as wanted and needed.
- The service communicated effectively with families and supported young people to see them.
- Young people's education was prioritised and supported as needed by the service. For those not in education there were effective strategies to reengage them.
- Care plans included views of young people. We felt that goals could be more specific, including the steps required by staff to meet goals. In addition quality assurance measures should be developed to track progress and identify when plans need to change.

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

We made an evaluation of very good for this key question. The service demonstrated major strengths in supporting outcomes for young people. There are very few areas for improvement.

At the time of the inspection there were five young people using the service. We found that the service had developed initial assessment planning to ensure that the young people were well supported. This had led to some very good outcomes for young people. We did suggest that the service further develop this area to include the assessment of staffing needs. We highlighted the need to assess this on an ongoing basis, following current guidance.

Young people experienced positive relationships with the staff. They experienced consistent care from a well-trained and knowledgeable staff team. Risk factors for young people were broadly known by staff, we were less satisfied that the explicit roles for staff were reflected fully within risk assessments and suggested that the service further review these documents to ensure that this is clear. We also highlighted the need to ensure that all instances that require notifications to other agencies are tracked to ensure these are notified within guidelines. (See are for improvement 1)

The service worked with other professionals well to help minimise risk to young people. This included health, education, and advocacy services. In addition, we saw clear efforts from the manager and team to work with families to help them to understand risks and work together to develop effective strategies. Young people's visits to family were also prioritised and facilitated in any way necessary by the service. Young people commented on how well supported they felt with the efforts of the service.

The service had been working on their care planning system. Staff had received initial training on this. We could see that this had led to some improvements. We did find that the way in which young people's goals are written could be clearer on the individual steps required from staff to achieve these. We also noted that the service should build quality assurance measures to ensure that goals are tracked, this will help track advances and barriers to meeting goals and allow changes to practice to be made to achieve these. (See are for improvement 2)

The service showed some important strengths in terms of continuing care. Young people benefitted from a manager and senior leadership team that supported their rights to remain. For young people who had left the service there was still the opportunity to join the house for Sunday lunch, something that was very valued.

The staff team were creative in their ways to engage young people in education or activities. When there were challenges the service worked effectively with Education and other professionals to help create opportunities for young people to learn or become involved in employment initiatives.

Areas for improvement

1. To support children's wellbeing and safety the service should ensure that they inform the Care Inspectorate of all notifiable instances, as per 'Records that all registered children and young people's services must keep and guidance on notification reporting.'

The service should ensure they have overview and analysis of all incidents within the house.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected.' (HSCS 1.23).

2. To support the young people's wellbeing, outcomes and choice the service should review their care planning, and initial assessment processes. This should include but is not limited to:

- a) Ensuring young people are actively consulted on deciding their goals, and that these are clear and visible to them.
- b) Ensuring that goals are SMART (specific, measurable, achievable, realistic and timely). These should be reflective of young people's words, and should clearly describe the supports required to achieve these. Goals should be actively tracked and subject to regular review.
- c) Ensuring that all staff are aware of the needs and focus of work for all young people within the service and know exactly what is needed from everyone to support young people to reach their goals.
- d) Ensuring that quality assurance measures are in place to track advances and barriers to progress, allowing alternative plans to be created if required.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My personal plan (sometimes referred to as care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15).

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

1. To support young people to be aware of the reasons for their placement at Brucefield, the service must ensure that young people have access to advocacy, and that information is made accessible using translating services.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

I am supported to understand and uphold my rights (HSCS 2.3)

I am supported to use independent advocacy if I want or need this (HSCS 2.4)

This area for improvement was made on 29 October 2021.

Action taken since then

The service has utilised translation services well as and when needed. They have also benefitted from effective strategies within the service to ensure understanding between staff and young people. The service has evidenced that translation services are sought as and when required, and especially when there are larger decisions to be made by young people.

Previous area for improvement 2

1. To support the assessment and care planning process, the service should review the approach to planning, including care plans, risk assessments and behaviour support plans to ensure they comply with SMART principles and are outcome focused. The service is to engage young people in their care plan, clearly recording the actions to be taken to achieve positive outcomes for the young people, how these will be measured, how achievable these are and within which timeframe. These plans must be regularly reviewed alongside the young people and relevant professionals to identify progress.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices (HSCS 1.15)

I am fully involved in developing and reviewing my personal plan, which is always available to me (HSCS 2.17)

This area for improvement was made on 29 October 2021.

Action taken since then

There had been some progress in this area, with the service developing initial training for staff. We could see that this had developed this area. We did not during this inspection that there is still improvements to be made in this area. We have placed a further area for improvement to meet this combining area for improvement 2 & 3 into one new area for improvement.

Previous area for improvement 3

2. To support the assessment and care planning process, the service should develop care plan quality assurance processes to evaluate children and young people's outcomes and experiences to ensure they receive the best possible care and support.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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 29 October 2021.

Action taken since then

This area form improvement was not fully progressed the service was in the process of expanding on quality assurance measures. It was felt that the time and effort required to do this would be benefitted by the house managers role being specific to one service as appose to managing two. It was pleasing to hear that the provider was progressing this area. We have placed a further area for improvement to meet this combining area for improvement 2 & 3 into one new area for improvement.

Previous area for improvement 4

3. To support quality assurance, the service must advise the Care Inspectorate if certain events happen. This can provide confidence that required actions are being taken and appropriate safeguarding procedures are being put in place. This should be in line with the document 'Records that all registered children and young people's care services must keep and guidance on notification reporting'.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

I use a service and organisation that are well led and managed (HSCS 4.23)

This area for improvement was made on 29 October 2021.

Action taken since then

The service had improved their notification of incidents. During inspection we found some instances that should have been notified were not. We suggested the service further develop quality assurance measures to ensure that all instances are notified following current guidance. We have placed and additional area for improvement to address this.

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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