

Arisaig Services School Care Accommodation Service

St Philip's School
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Plains
Airdrie
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Telephone: 01236 765 407

Type of inspection:
Unannounced

Completed on:
28 November 2022

Service provided by:
Arisaig Unit

Service provider number:
SP2018013069

Service no:
CS2018364373

About the service

Arisaig Service was registered with the Care Inspectorate on 28 September 2018.

The service consists of Skye House, which accommodates four young people and a singleton placement in Glenelg Cottage.

Skye House and Glenelg Cottage sit within the boundaries of St Philips School, Airdrie. The service is registered as a school care accommodation service and has access to the St Philips school resources.

About the inspection

This was an unannounced which took place on 23 November 2022 at approximately 14:30. 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 four people using the service and three of their family
- spoke with four staff and management
- reviewed documents.

Key messages

- All staff had a very good insight into the needs and vulnerabilities of the young people and they monitored this well through a good level of supervision.
- There had been a reduction in the use of physical interventions.
- The service psychologist team fully assess the young people's needs and vulnerabilities and guided staff in how to support them.
- The care, education and psychological services staff worked very well in partnership and contributed to the very positive outcomes for young people.
- There was strong indication of staff advocating on behalf of young people.
- We saw good support to young people in maintaining links to those in their communities who are important to them.
- The service records were not consistently completed to a high standard.

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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

All young people we spoke with stated they felt safe in the service. They acknowledged they got along with some peers better than others and that there had been some disagreements but that generally they felt settled. A contributing factor to this was that all staff had very good insight into the young people's needs and vulnerabilities and these were monitored well through a good level of supervision. This consistency enabled young people to trust in and confide in staff and seek their guidance. This assured young people of a high level of care.

Staff were alert to any changes in dynamics in the house, with arrival of new admissions for example. Staff were good at identifying how best to approach young people and use their individual skills and interests to engage with them. This assisted settling young people into the house and in the initial forming of positive relationships.

Complaints or allegations made by young people were taken seriously. Through this response young people could be confident that their views were listened too and that any suggestion of bullying would be addressed. Similarly, any safeguarding or child protection issues that arose were responded to efficiently. This resulted in relaxed homely atmospheres within the service with young people's individual identities being respected and protected.

Whilst young people did have access to independent advocacy this could be varied dependent on local authority agreements. However, young people's rights were championed by the staff group, social workers, reviewing officers, parents, and board members too. In addition to support staff, young people therefore also had access to several responsible adults external to the service, should they feel they needed that. Young people were visiting family members and others important to them with the support of staff and this assured young people and their family members that these relationships would be maintained.

The service's psychological team provided further detailed assessment and support for young people and staff. Through this resource additional therapeutic support was readily available for young people. Multi-disciplinary discussions and assessments also guided support plans to aim for the best outcomes for the young people.

Staff were being trained in trauma informed practice and this was being employed at varying levels. Although not yet as established as fully as the service managers would like it was acknowledged that this practice was having positive outcomes. Further training in trauma informed practice is scheduled for staff. This should ensure consistency in the quality of care for the young people.

Staff introduced activities they excelled at whilst also supporting young people to engage in activities of interest to them. The service had access to the broader campus facilities. These resources, such as the football areas, the swimming pool and the gymnasium provided very good opportunities for the young people. Staff were keen to promote the use of these resources particularly to promote good health. Broader interests such as music and dance were also encouraged and supported. The service had introduced an activities co-ordinator to provide ideas on new experiences for the young people and this should be promoted and established further.

The young people had enjoyed participating in and contributing to a social event in the service replicating the 'strictly come dancing' television show.

We found that some care plans and risk assessments were inconsistently completed. However, we recognised that the service were implementing several changes in how they devised, recorded and stored assessments and plans. We acknowledge that this led to some inconsistencies that would be eliminated by the completed implementation of the revised care recording processes. We will look at this during the next inspection.

Social workers to the young people had commented that the transition from one part of the St Philips service to Arisaig could have been planned better. The service manager had recognised the areas to improve regarding this and work was underway 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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