

35 Brediland Road Care Home Service

Linwood

Type of inspection:
Unannounced

Completed on:
15 December 2022

Service provided by:
Renfrewshire Council

Service provider number:
SP2003003388

Service no:
CS2018371531

About the service

35 Brediland Road is a residential children's house owned and managed by Renfrewshire Council. The house can accommodate up to four young people aged between eight and 20 years old. At the time of inspection there were four young people residing in the house.

The service is situated in the Linwood area of Renfrewshire. The house is a purpose-built bungalow and provides a lounge with open plan dining area, large kitchen, utility room, games room and relaxation/quiet room. There are four bedrooms each with ensuite. There is a large garden that includes a decking area. Local amenities are in close proximity.

About the inspection

This was an unannounced inspection that took place on 12 and 13 December 2022. One inspector carried out the inspection. 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. To inform our evaluation we:

- spoke with three young people using the service and one young person who previously used the service
- spoke with two family members
- spoke with six staff including the manager
- spoke with three external professionals
- observed practice and daily life
- reviewed documents.

Key messages

- Young people felt safe and protected from harm within the service.
- The quality of relationships between staff and young people was recognised as a key strength where young people felt loved with their views listened to and respected.
- Staff were confident and well trained to meet the needs of the young people.
- Relationships with family and friends were well supported and young people who previously used the service, maintained contact with young people and staff.
- The home environment was of a high standard where young people had an input and participated in the decoration throughout.
- All young people had the opportunity to take part in a variety of activities tailored to their interests.

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. We identified major strengths in supporting positive outcomes for young people.

We saw that young people were kept safe and protected from harm. Staff had particularly good knowledge of all the young people and what made them feel safe. Relationships with external professionals strengthened safety planning and risk assessments. All young people expressed that they felt safe. One young person commented, "I have finally found a place that I feel safe".

All staff had received protection training and we saw examples where young people experienced therapeutic, loving and stable care from compassionate staff. Affectionate words were commonly used, and cuddles were part of everyday life. There was a culture of creating long lasting relationships. One young person who previously lived in the house continued to visit with their child and received ongoing practical and emotional support from staff. The relationships between staff and young people were strongly based on staff's understanding of child development, attachment and trauma. The knowledge and values of the staff team meant that restraint was used as a last resort. There had been a significant reduction in this practice. When this practice was used, clear processes were in place to appropriately support staff and young people.

Young people felt listened to and respected by staff who strongly advocated for them. Young people were able to seek support from staff when required and from an independent advocate who visited the house. It was suggested to the service that young people would benefit from having better knowledge of their rights.

Relationships with family and friends was identified as a key strength. Family and friends were invited to parties at the house and were encouraged to visit at other times. Family time continued to be facilitated within the house for a young person who was no longer living there. Family members told us of the close relationships they shared with staff. One family member described the feeling of "one big family". Staff understood how maintaining important relationships supported positive outcomes for young people.

The home environment was one young people would be proud of. Young people participated in the decoration of all rooms in the house. The living/dining area was used as a place to come together and catch up and play or relax. There was a games room and relaxation room that were used well by young people and staff. The young people had access to an extensive garden, supporting their physical wellbeing. There were many photographs of the young people and staff having fun.

Staff supported and prompted young people's individual ambitions and interests. There were lots of planned activities. Some young people had experienced a holiday abroad. Staff were keen for all young people to experience a holiday, and this was included in the service development plan.

Young people were engaged in the care and support they received. Their views were expressed individually during one-to-one time with staff and collectively in monthly 'young person meetings'. Minutes of these meetings noted the views expressed with identified actions for staff and young people. Some young people were actively involved in their personal plans, and this was evident in the language used. Personal plans were detailed, and staff spoke about ongoing development of these plans. Increasing young people's participation in plans and identifying more specific outcomes within the written plans will further strengthen this area of practice.

Young people's emotional and physical health was very well supported with an effective recoding system for appointments and outcomes noted. We were particularly impressed by the dedication of the manager and examples of him pursuing additional health supports for young people. Weekly team meetings had included inputs from mental health and addiction professionals. This contributed to the development of staff knowledge in how best to support the young people. Staff commented that specific training in mental health would make them more confident in this area of work. During weekly team meetings each young person was discussed, ensuring a shared understanding and consistent approach from the staff team. Staff rotas were reviewed weekly, ensuring young people did not miss planned activities or appointments.

Most young people were in education and staff worked closely with education staff ensuring the young people received individually tailored support encouraging participation in learning. This was evident in education plans. There was also evidence that when young people were not in education, staff actively explored learning options with them.

The young people were offered a varied and balanced diet. They were encouraged to participate and develop their cooking skills during 'make your own meal' on Fridays. Mealtimes were a relaxed, social time.

The staff team demonstrated a real passion to support positive outcomes for all young people. One young person said, "they are some of the best staff".

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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