

# Options Fife McNally House (Residential) Care Home Service

GLENROTHES

**Type of inspection:**  
Unannounced

**Completed on:**  
9 February 2023

**Service provided by:**  
Aberlour Child Care Trust

**Service provider number:**  
SP2010011118

**Service no:**  
CS2021000065

## About the service

McNally House is a care home for children and young people with additional support needs including learning disabilities and autism. The service provider is Aberlour Child Care Trust and is registered to care for three children and young people. The property is a large bungalow, with a substantial outdoor area, located in a residential area of Glenrothes. This service has been registered with the Care Inspectorate since May 2021.

Each young person has their own bedroom and there is a large kitchen, dining area and a good sized communal living room area.

At the time of inspection, there were three young people living at McNally House.

## About the inspection

This was an unannounced inspection which took place on 1 February 2023 from 10:00 to 19:00, and 2 February 2023 from 09:00 to 17:00. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information from the service. This included registration information, information submitted by the service, and intelligence. To inform the inspection, we:

- spent time with the young people living at the service
- spoke with ten members of staff including managers
- observed practice and daily life
- reviewed documents
- spoke with three external professionals and two parents.

## Key messages

- Young people enjoyed warm, nurturing care and support.
- The service has effective partnerships with key professionals, protecting young people from harm.
- The service was committed to ensuring young people enjoyed family time.
- Management was working hard to ensure a more consistent staff team.
- Young people's health needs were prioritised.
- The service must ensure all necessary incidents are reported to the Care Inspectorate.
- Learning and training opportunities were in place to meet the individual needs of young people.
- A staffing analysis process requires to be put in place.
- Care planning and reviewing could be improved.

## 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? | 4 - 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?

4 - Good

Overall, we evaluated this key question as good, as there were several strengths which positively impacted on outcomes for children and young people, and outweighed areas for improvement. Quality Indicator 7.1 was evaluated as very good.

Young people at McNally House were consistently respected by a staff group who prioritised young people's needs, providing warm and nurturing care and support. One parent told us "staff always communicate well with me and I never have any concerns about the care and support provided".

Staff were knowledgeable about the young people and it was pleasing to hear staff celebrating young people's progress. Young people were kept safe and there were effective partnerships with key professionals to ensure they were protected from harm, and had access to independent support. The service meaningfully advocated on behalf of the young people and despite risks, young people were provided with impressive opportunities, with appropriate safeguards in place.

The staff team had varying levels of experience, with the introduction of some newer staff. This had affected the stability and consistency of care for the young people. Trusting, secure and nurturing relationships were in place with more established staff, and newer staff were developing these, supporting young people to benefit from continuity of relationships at McNally House.

Young people participated meaningfully in the care and support they received, with communication tools being used to effectively gather views and promote choice. The service was also successfully involving parents in the care and support of the young people and intended to expand this through their review and keyworker process.

Young people's health needs were prioritised by the service, with strong links established with primary and specialist health professionals to support young people to make the most out of life. The introduction of dedicated nursing staff to the service had made a valuable contribution towards supporting young people and the staff team.

McNally House was committed to ensuring young people maintained connections to family, and one parent told us that this is "flexible and well managed". Young people were also positively supported to experience new activities, integrating into the local community, and we heard about a variety of opportunities including swimming and horse riding.

In terms of attainment, young people were encouraged to achieve in different ways. This included one young person attending school full time, and volunteering opportunities for another young person being explored. All young people were effectively supported to develop appropriate life skills.

Staff spoke consistently of a management team that was supportive and approachable, modelling high standards of practice and always seeking the best possible outcomes for young people. Management had good oversight of the day to day functioning of McNally House, overseen by external managers who were familiar with the needs of the young people, supporting improved outcomes.

The service had made considerable progress regarding quality assurance, with a number of meaningful processes in place. McNally House was aware of the areas where oversight could be increased to ensure consistency, including analysis of the quality of care planning. Incident recording was effectively overseen by management and there were positive examples of reflective learning. The service should ensure, however, that the Care Inspectorate is notified of all reportable incidents (area for improvement 1).

The successful and safe recruitment of additional staff was enabling the service to begin to build a more stable staff team, supporting young people to develop and enjoy secure and trusting relationships. However, given the various skills mix, knowledge and qualifications of staff, the service must ensure there is a staffing analysis process in place, taking account of the complexities of the young people (area for improvement 2).

There was a commitment from the service to ensure staff were provided with and undertook training opportunities, with bespoke learning opportunities in place to match the needs of the young people and a well planned induction period for new staff. This supported young people to benefit from a staff team delivering quality support and person centred care.

Care planning effectively informed staff practice, with risk assessments and behaviour support plans detailing meaningful strategies. The introduction of the communication passport was an individualised way of communicating the needs of the young people, and it was pleasing that all young people will benefit from this in the future. Care planning continued to be an area McNally House was committed to improving and the importance of personal goals being regularly reviewed and adapted was discussed during inspection. This would enable the staff team to be clear about steps required to meet goals, how to assess progress and ensuring goals are met in a timely manner (area for improvement 3).

## Areas for improvement

1. To ensure young people benefit from staff who provide high quality support, the service should ensure that the Care Inspectorate is being alerted, within the appropriate timescale, of notifiable events, including all staff misconduct matters.

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

I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11).

2. To ensure young people are cared for by the right number of staff who have the required experience and skill mix to meet their changing needs, the provider should establish a staffing analysis process.

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

My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event (HSCS 4.14).

3. To support staff to deliver effective care and support, the provider should ensure care plans are SMART and goals are regularly reviewed.

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

My personal 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

To keep young people safe and and improve staff confidence, the service should ensure that child and adult protection processes are reviewed, with staff being provided with ongoing training in this area.

**This area for improvement was made on 18 February 2022.**

#### Action taken since then

Child and adult protection processes were reviewed as part of this inspection and staff are consistently undertaking child and adult protection training opportunities.

#### Previous area for improvement 2

To safeguard and promote young people's health and wellbeing, the service must improve their management of medication

**This area for improvement was made on 18 February 2022.**

#### Action taken since then

Medication was considered during this inspection and improvements had been made to this process, including quality assurance/auditing - supporting staff to provide care effectively and safely. Medication errors have been identified; however, the service appropriately investigated and introduced learning and improvements as required. The establishment of a stable team will support improvements in this area.

#### Previous area for improvement 3

To support the continuous evaluation of outcomes for young people and ensure oversight of the quality of young people's experiences, the service should review their audit and quality assurance processes.

**This area for improvement was made on 18 February 2022.**

#### Action taken since then

We were able to establish the audit and quality assurance processes in place and suggestions regarding enhancing this were made.

#### Previous area for improvement 4

To ensure young people's needs are fully met by a staff group with the appropriate skill mix, the service should ensure that staff are given the opportunity to undertake the required training. This would be further enhanced by regular supervision and practice discussions.

**This area for improvement was made on 18 February 2022.**

## Action taken since then

This inspection identified that the service has an established induction process for staff and regular supervision, mentoring and team meetings are taking place.

## Previous area for improvement 5

To support effective planning for young people the service should ensure care plans are SMART, outcome focused and support young people and key individuals to contribute.

**This area for improvement was made on 18 February 2022.**

## Action taken since then

Care plans continue to be identified as an area of improvement. The introduction of the review process is welcomed and the service participates in a fortnightly multi agency discussion for one young person.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

|   |               |
|---|---------------|
| How well do we support children and young people's rights and wellbeing?  | 4 - Good      |
| 7.1 Children and young people are safe, feel loved and get the most out of life   | 5 - Very Good |
| 7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights | 4 - 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.