

Rowantree House Care Home Service

Isle of Benbecula

Type of inspection:
Announced (short notice)

Completed on:
12 October 2023

Service provided by:
Comhairle Nan Eilean Siar

Service provider number:
SP2003002104

Service no:
CS2013315018

About the service

Rowantree House provides residential short break care to young people, aged between zero to 18 years. The service provider is Comhairle Nan Eilean Siar. The service can provide a care service to a maximum of one child at a time.

The service operates from a single storey building in a quiet residential area in Balivanich on the Isle of Benbecula. There is a lounge, large kitchen/dining area, two bedrooms that can be used by staff if necessary and one ensuite bedroom for the use of young people. The property benefits from an enclosed garden and is close to local amenities, including a play park and supermarket.

About the inspection

This was a short notice announced inspection which took place between 7 October 2023 at 13:00 and 9 October 2023 at 10:00. 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:

- met with one person using the service and a family member
- spoke with six staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Children and young people were kept physically and emotionally safe throughout their stay.
- Children and young people benefit from the loving and attuned care from a skilled staff team.
- Children and young people benefit from meticulous planning that prioritises their wellbeing and health.
- The staff team skilfully make use of a range of aids and techniques to support communication with young people.
- Young people benefit from an individually tailored and highly bespoke service.

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 all aspects of the care provided and how these supported positive outcomes for children and young people, therefore we evaluated this key question as **very good**. This reflects the individually tailored and high quality support received by young people using the service.

Children and young people staying at Rowantree House for short breaks were kept physically and emotionally safe throughout their stay. They benefit from the loving and attuned care of the staff team who look after them. The staff team are very skilled and have genuine passion for the work that they do. This supports strong relationships and helps young people to feel safe and at ease. This helps them to get the very most out of their short break experience.

Most staff working within the service are also involved with supporting young people when they attend school and this has allowed for a seamless transition between home, school and Rowantree House. This has huge benefits for young people and their families, who can be confident that the people caring for them know the young people well and have the skills to support young people to communicate. This means young people feel valued and understood and are less likely to become frustrated or distressed during their time at the service.

Children and young people staying at Rowantree House are treated with a high level of respect. They have opportunities to express their own preferences and choices with regards to all aspects of everyday life, including activities and food choices. The staff team skilfully make use of a range of communication aids including boardmaker, social stories and makaton, to support communication with young people. This helped young people to participate meaningfully in all decision making.

Children and young people benefit from meticulous planning that prioritises their wellbeing and health. The staff team is informed and guided by the targets agreed as part of regular reviews of the young person's overall support plan, specific risk assessments for the young people when using Rowantree and clearly documented written routines for the young people when using the service. The service are working towards pulling all of this information together in one 'All about me' document, that would be shared between all services supporting young people and we look forward to seeing this in place at the time of the next inspection.

The service values young people's connections with family, friends and the wider community. Communication between the staff team and the young person's family is seen as a key element of the support the service provides. Family members advised that this allows them to relax and recharge during short break periods, confident in the knowledge that their young person was happy and well cared for.

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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