

# Curo Salus - Laurel House Care Home Service

Johnstone

**Type of inspection:**  
Unannounced

**Completed on:**  
12 October 2023

**Service provided by:**  
Curo Salus Limited

**Service provider number:**  
SP2004006972

**Service no:**  
CS2013319767

## About the service

Laurel House is one of several services provided by Curo Salus Ltd and is registered to provide a care home service for a maximum of 10 children and young people aged between five and 18 years.

The house comprises of a large detached three-storey building in Johnstone. There are eight single ensuite bedrooms on the ground and first floors and two self-contained flats on the upper floor. The flats are used to support older young people to prepare for independent living. There is a living room, dining room, conservatory, as well as office space for staff. There is a large enclosed back garden with patio.

Most of the young people attend Northview House School, operated by the service and registered by HM Registrar for Independent Schools.

## About the inspection

This was an unannounced inspection that took place on 2, 3 and 9 October 2023. 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 five young people.
- Spoke with three parents.
- Spoke with ten staff including management.
- Spoke with two external professionals.
- Observed practice and daily life.
- Reviewed documents.

## Key messages

- Young people were kept safe by staff who knew them well.
- Relationships were based on compassion and fun.
- Further training and learning opportunities would support the staff team's understanding and development.
- Greater consistency in the care provided would further enhance young people's experiences.
- Greater consistency in the detail and analysis of personal plans and risk assessments would support staff's understanding of individual risk and needs.
- Young people's physical and mental health was prioritised.
- Young people's hobbies and interests were encouraged, and achievements celebrated.
- Young people benefitted from individual, tailored support for education.

## 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
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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?

4 - Good

We made the evaluation of good for this key question. We identified important strengths with some areas for improvement.

Children and young people were kept safe both emotionally and physically by staff who had a good understanding of their individual needs. Working closely with families and other agencies increased staff's understanding of young people and therefore their ability to keep them safe. To further enhance this area of practice the service should ensure that risk assessments are specific to individual needs with the most relevant and up-to-date information. This would support greater analysis and evaluation of risk supporting staff to fully understand how to respond to individual risk (see area for improvement 1).

Most staff were confident in child protection practice. Further child protection training ensuring the implementation of national guidance and best practice would support all staff to fully understand their roles and responsibilities (see area for improvement 2).

Staff were committed to getting to know young people well and this supported a therapeutic approach to care and had reduced the use of restraint. All staff were confident in restraint practice and reported only using it as a last resort. We suggested to the manager that greater analysis of restraint practice would support the service's aim to further reduce this practice.

Children and young people received warm, trusting and nurturing relationships from staff caring for them. Relationships were based on compassion and fun. Young people would benefit from greater consistency of approach to care across the two staff teams. We highlighted the need for further training and learning and development opportunities to enhance staff's understanding of the impact of trauma and to increase the feeling of safety, consistency and stability for young people (see area for improvement 2 ).

Young people were encouraged to be involved in their care and support. We saw some young people's views recorded within their care plans, however suggested the need for greater consistency to ensure the voices of all young people were heard and recorded (see area for improvement 1).

A strength of the service was the support for young people's physical and mental health. Young people were encouraged to be physically active, maintaining hobbies and interests and being introduced to new and exciting experiences. Achievements were recognised and celebrated. Where young people had additional needs, staff actively took steps to ensure that this did not limit their experiences and all young people had many opportunities to broaden their horizons. All young people had weekly access to a psychologist at school who worked closely with house staff to ensure their mental health needs were being consistently met.

Young people were supported to maintain connections with family. The service helped to arrange, facilitate and support family time. Families visited the house and often young people were supported by staff to have family time in their local communities. Family members were very positive about the support they received from the service.

Most young people attended Northview House, which is run by the provider. Education packages were tailored to individual needs, maximising their attainment and attendance. Staff supported young people in school which helped to provide a consistency of care. The successful transition from Northview House

School to a local mainstream school had recently been achieved for some young people and this had increased their educational and social experiences. It is important that the service consider mainstream school in the education assessments for all young people. Young people were encouraged and supported to attend further education and there was a culture of achievement and ambition for all young people.

### Areas for improvement

1. To further enhance young people's safety and experience, the provider should ensure improvement in the consistency of recording risk assessments and personal plans. This should include but is not limited to, identifying specific individual needs, using the most relevant and up-to-date information and ensuring young people's views are included and used to formulate plans and assessments

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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' (HSCS1.15) and 'I am fully involved in developing and reviewing my personal plan, which is always available to me' (HSCS 2.17)

2. To support the staff team's learning and development and young people's wellbeing, the provider should ensure that staff have opportunity to and access training and other learning opportunities appropriate to their role and apply their training in practice. This should include but it not limited to child protection training, trauma informed practice, The Promise, supervision and staff development days.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I have confidence in people because they are trained, competent and skilled' (HSCS 3.14).

### 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	4 - Good

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