

Action for Children - 6 Rowan Lea Care Home Service

Linkwood
Elgin
IV30 6FP

Telephone: 01343 569006

Type of inspection: Unannounced
Inspection completed on: 31 May 2017

Service provided by:
Action for Children

Service provider number:
SP2003002604

Care service number:
CS2003008803

About the service

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The service is operated by Action for Children, a national children's charity. The service is provided from a detached two storey house in a residential area of Elgin, one mile from the town centre.

The accommodation consists of four spacious bedrooms with en-suite facilities for young people; a well equipped kitchen/diner, large lounge and a small lounge equipped with a computer and electronic games.

Young people could meet and entertain friends and family at the service if they chose to. The service also provides a staff office and the manager's office, both with sleeping accommodation for staff working over a 24 hour period.

The service is registered to provide a care service for up to four young people between 11 and 18 years.

The aim of the service is to provide a warm, caring and supportive setting for young people in crisis who require guidance and assistance before they can return to their own communities.

What people told us

We spoke with young people and they were very positive about the service. However, one young person was not happy that a tree in the garden had been cut down. They stated that there was now a blank space in the garden and it was not as private as it was. We spoke with the manager about this and we were told that the tree in question was dead and posed a risk. The tree required to be cut down due to this.

Comments noted included the following:

- 'I feel safe here'.
- 'I get on with most of the staff here'.
- 'I get a good choice of food and get the food I want'.
- 'Staff take me out'.
- 'I go on holiday'.

We spoke with parents/carers and we were told that they thought the service being provided at Rowan Lea was very good. Comments noted included the following:

- 'The communication between staff and us is excellent'.
- 'We are always immediately informed of any issues'.
- 'We are always welcomed very well and information flows freely'.
- 'We feel the staff are very good at doing what we consider to be a very difficult job'.
- '..... is constantly supported by the staff, even though they (teenagers) may not agree'.

We spoke with placing social workers and other professionals. They told us that they thought the care being provided to the young person they had placed there was very good. Comments noted included the following:

- 'I think communication is good and that this has improved recently'.
- 'I get weekly reports about the young person I have placed there'.
- 'Staff let me know if there are any issues'.
- 'Staff work in a consistent way and this enables young people to have consistency of care'.
- 'Staff are skilled and work well with the young people'.
- 'I am always made to feel welcome when I visit. For example, always offered a cup of tea'.
- 'I have no concerns at all about the care the young person I have placed at Rowan Lea'.
- 'I think we need to be on communication with some aspects of school'.

Self assessment

We are not requesting a Self-Assessment for this inspection year.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

Staff at Rowan Lea continued to provide a high standard of care to the young people they looked after.

Young people had settled educational placements and were doing well. Young people were encouraged to attend school or other educational resources and this resulted in good outcomes.

Young people had very good relationships with most of the staff group and spoke of a closeness with their keyworkers.

Young people were encouraged to lead a healthy lifestyle and young people looked fit and healthy.

Young people had a good choice of food, selected menus and assisted with cooking.

Young people were encouraged to eat a healthy, well-balanced diet and take part in physical activities. Several of the young people attended the local fitness gyms.

Young people were registered with the relevant medical professionals and this included: GP, dentist and other professionals when required.

Young people had quick access to mental health services and staff had developed very good relationships with the Children and Adolescent Mental Health Teams (CALMS).

There were care plans in place for all young people. Care plans were detailed and had been reviewed on a regular basis to reflect any changes. Care plans showed that young people had been involved when these were drawn up.

There was risk assessments in place for young people and these were regularly reviewed to reflect any changes in risk.

Young people, parents/carers, staff and other agencies were provided with opportunities to provide feedback about their experiences. All feedback was evaluated for future practice.

Management and staff at Rowan Lea were skilled and received a very good level of training.

The new manager had made very good in roads since her appointment and changes being made were having a positive effect.

Staff felt well supported by the management team and found it easy to talk to them.

Staff received regular supervision from the management team.

Staff was dedicated to provide the best service they could and were clearly very committed to improving the outcomes for young people.

What the service could do better

Communication between guidance staff at school needs to improve to ensure guidance staff have all relevant information about the young people.

Staff training to continue to ensure staff continue to provide the current level of care.

Young people to be more involved when the risk assessment is drawn up, to enable them to identify what they view as a risk and how this can be reduced.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
29 Aug 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
31 Aug 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Jun 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
7 May 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
27 Aug 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
7 Dec 2011	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	Not assessed
		Management and leadership	Not assessed
18 Nov 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
13 Jul 2010	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent

Date	Type	Gradings	
		Management and leadership	Not assessed
26 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 5 - Very good
29 Jul 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 5 - Very good
23 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
24 Oct 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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.