

# Inspection report

## Edinburgh Secure Services Close Support Unit Care Home Service

39 Howdenhall Road & 29b Balmwell Terrace  
Edinburgh EH16 6PG (Howdenhall) EH16 6PS (Balmwell Terrace)

**Inspected by:** Trudi Reid  
**(Care Commission Officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 25 May 2005

**Service Number**

CS2005099728

**Service name**

Edinburgh Secure Services Close Support Unit

**Service address**

39 Howdenhall Road & 29b Balmwell Terrace  
Edinburgh EH16 6PG (Howdenhall) EH16 6PS  
(Balmwell Terrace)

**Provider Number**

SP2003002576

**Provider Name**

City of Edinburgh Council

**Inspected By**

Trudi Reid  
Care Commission Officer

**Inspection Type**

Unannounced

**Inspection Completed**

25 May 2005

**Period since last inspection**

6 months

**Local Office Address**

Stuart House, Eskmills, Musselburgh, EH21 7PB

## **Introduction**

Edinburgh Secure Services consists of Howdenhall centre which has Braid secure unit, providing 6 beds for boys and girls and Calton close support unit, providing 5 beds for boys and girls, on the same site.

St Katharine's centre comprises three separate units, Guthrie a secure unit providing 7 beds for boys and girls. On the same site Alison and Chalmers close support units each provide 5 beds for boys and girls.

The secure units are registered to provide accommodation for a total of 12 young people. The additional bed enables flexibility for the service to provide a reception bed on either site.

Alison close support unit is temporarily closed and was not part of this inspection.

St Katharine's and Howdenhall sites are close to local amenities and convenient for local transport.

The stated aims of the units are "to provide for young people, whose behaviours pose a serious risk to themselves or others, a safe, secure, supportive and stimulating environment in which they will achieve their full potential, develop respect for themselves and for others and be assisted in gaining an understanding of the attitude, skills and knowledge that will enable them to return safely to their communities".

The service has been registered with the Care Commission since 1st April 2002.

## **Basis of Report**

Before the visit:-

The service sent a Pre Inspection Return containing information about the service. They also returned a self evaluation form.

The young people returned 11 questionnaires giving their views of the service.

The Care Commission Officer wrote to the service telling them when the visit would take place.

During the visit which took place on 25, 26 and 27 May 2005, the Care Commission Officer spoke with:-

the Manager

approx 16 members of staff

8 young people.

The Care Commission Officer also looked at a range of policies, procedures and records including the following:

Incident records

Sanctions records

Fire log

Pocket Money records

Personal Plans

Residents Meeting Minutes

Staff Meeting Minutes

and spent time observing how staff members worked with the young people.

The Care Commission Officer took all of the above into account and reported on whether the service was meeting the following National Care Standards care homes for children and young people.

Standard 5: Your environment  
Standard 6: Feeling safe and secure  
Standard 7: Management and staffing  
Standard 9: Making choices  
Standard 15: Daily life  
Standard 16: Supporting communication.

and National Care Standards school care accommodation

Standard 3: Care and Protection  
Standard 5: Comfort, Safety and Security  
Standard 7: Management and Staffing  
Standard 8: You as an individual  
Standard 10: Contributing to your care  
Standard 15: Supporting Communication

### **Action taken on requirements in last Inspection Report**

All requirements made at the previous inspection had been met.

### **Comments on Self-Evaluation**

A completed self evaluation form was returned to the Care Commission prior to the inspection date. This provided a comprehensive summary of the service's strengths and areas for development in line with the National Care Standards. The self evaluation was taken into account as part of the inspection process.

### **View of Service Users**

Most of the young people across the service spoke positively about their experience of living in the Units.

Comments about staff included

"they are alright"

"staff are nice"

"staff are good - you can have a good laugh with them"

"some staff are really strict and don't apologise when they find out it wasn't you"

"\*\*\*\*\* is like your Mum - she looks after us and makes sure we're alright"

"staff know what they're doing and treat you with respect if you treat them with respect"

"staff try to put things in place so that you don't feel isolated, and you get to join activities and try new things."

Young people stated that they thought the rules and sanctions were fair. One young person stated that they weren't allowed to talk about their friends and family with other young people and they felt that this was unfair. Three young people stated that the rules were not applied consistently by all members of staff.

Young people felt that they had enough opportunities to be involved in activities. The young people in Guthrie Unit were particularly happy with the big screen which was used to show a football match during the inspection. They also spoke of it being used for film nights.

The young people in Guthrie and Chalmers stated that they liked the food which was provided and confirmed that the chef would provide for particular likes and dislikes. The young person in Chalmers expressed a wish to cook independently on a more frequent basis. This was discussed with staff, who agreed to discuss this at the team meeting.

Young people in Braid and Calton stated that they were unhappy with the food.

Comments included:

" the food is minging"

"the food could be better"

"the only decent food on the menu is chicken burgers and chicken curry"

"the chips are like bark and the chicken is rubber"

A recommendation has been made to address this. See recommendation 8

Young people were aware of how to make a complaint and confirmed that they met regularly with the Children's Rights Officer.

#### **View of Carers**

N/A

**Regulations / Principles**

**National Care Standards**

**National Care Standard Number 3: School Care Accommodation Services - Care and Protection**

**Strengths**

**Areas for Development**

**National Care Standard Number 5: Care Homes for Children and Young People - Your Environment**

**Strengths**

**Areas for Development**

**National Care Standard Number 6: Care Homes for Children and Young People - Feeling Safe and Secure**

**Strengths**

**Areas for Development**

**National Care Standard Number 7: Care Homes for Children and Young People - Management and Staffing**

**Strengths**

**Areas for Development**

**National Care Standard Number 10: Care Homes for Children and Young People - Eating Well**

**Strengths**

**Areas for Development**

**National Care Standard Number 15: Care Homes for Children and Young People - Daily Life**

**Strengths**

**Areas for Development**

## **Enforcement**

There has been no enforcement action.

## **Other Information**

There were no other issues.

## **Requirements**

There were no requirements made at this inspection.

## **Recommendations**

1. The service should develop a security policy for Guthrie, Chalmers and Alison Units, which includes the policy for visitors. National Care Standards care homes for children and young people, Standard 6 and school care accommodation Standard 5.
2. The service should consider carrying out fire drills at night. National Care Standards care homes for children and young people, Standard 6 and school care accommodation Standard 5.
3. The service should ensure that fire alarm tests are completed on a weekly basis and recorded as such. National Care Standards care homes for children and young people, Standard 6 and school care accommodation Standard 5.
4. The service should provide the Care Commission with a staffing assessment for the close support units, detailing current staffing levels, bearing in mind the risks posed by the young people, and their needs. National Care Standards care homes for children and young people and school care accommodation, Standard 7.
5. The service should consider ways of managing supervision times for night staff, which do not unduly extend their shift. National Care Standards care homes for children and young people and school care accommodation, Standard 7.
6. The revised system for recording sanctions should be introduced and all sanctions imposed recorded as such. National Care Standards care homes for children and young people, Standard 15 and school care accommodation, Standard 3.
7. The provider should consider the way in which they use the minibus in order that the young people feel comfortable in the local community. National Care Standards care homes for children and young people, Standard 15.
8. The service should consider reviewing the menu planning and provision of food in Howdenhall in order that the young people's nutritional needs are well met. The menus should be nutritionally assessed taking into account national guidelines. National Care Standards, Care Homes for Children and Young People, Standard 10 and School Care Accommodation Standard 11.

**Trudi Reid**

**Care Commission Officer**