

Glenmar Care Home Service

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Type of inspection:
Unannounced

Completed on:
27 February 2024

Service provided by:
Fife Council

Service provider number:
SP2004005267

Service no:
CS2003006820

About the service

Glenmar is a care home service for up to four children and young people with complex care needs and/or life limiting conditions. The premises consist of a single storey house with four single bedrooms for children and young people, who also have access to a living room, kitchen diner and bathroom. The house is in a residential area about two miles from Glenrothes town centre. It is close to a large area of parkland and on a bus route and a range of community facilities is within easy reach. The provider, Fife Council, has entered into a partnership agreement with NHS Fife, which provides a team of nursing staff who work closely with care staff.

About the inspection

This was an unannounced inspection which took place on 14, 16 and 20 February 2024. Visits took place between 12:20 and 19:20, 09:55 and 17:10 and 10:45 and 16:20 respectively. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the 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:

- reviewed survey responses from six staff and one visiting professional
- spent time with three children and young people using the service and spoke with one family member
- spoke with 12 staff and managers
- observed practice and daily life
- reviewed documents
- spoke with a visiting professional.

Key messages

- Children and young people were safe and benefitted from warm, respectful and nurturing relationships with staff who knew them well and promoted choice. They experienced highly individualised routines and care.
- Children and young people had suitable equipment for their needs and pleasant, comfortable rooms to relax in. Lack of suitable storage compromised some communal spaces in the house, though the provider had recently secured new, larger premises.
- The provider and staff worked very closely and effectively with NHS partners to successfully promote positive outcomes for children and young people.

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 evaluated this key question as **good**. This applies to performance with a number of important strengths which taken together, clearly outweigh areas for improvement.

Children were safe. Staff were confident in describing their professional responsibilities for preventing harm and abuse. All children had substantial communication needs to which core staff were very attuned, so they could attend to their safety and wellbeing. Moving forward, we would suggest a review of child protection guidance for staff, to reflect relevant national changes.

Developing warm and meaningful relationships to maximise wellbeing and support progress was a high priority and done very effectively by staff, who knew young people well. They promoted choice and ensured their experience of care reflected their preferences. This loving and highly individualised approach was strengthened by humour, nurturing touch and sensory care. An external professional's view was that they 'genuinely loved the children'. The success of new independent advocacy arrangements in meaningfully obtaining young people's views will depend however on embedding these over time. Young people received care from lots of different staff, reflecting a high level of personal, social and medical need. Whilst this had the potential to affect consistency and security, it was a temporary response to changing circumstances and mitigated by staff who worked well together. A much improved system for assessing staffing arrangements ensured these were suitable.

Young people had a range of suitable equipment for their needs. Parents had helped to individualise bedroom décor. This contributed to making their rooms pleasant, comfortable and age and stage appropriate spaces overall. The most significant issue with the house was a lack of storage for larger essential equipment. This compromised the appearance of the living room in particular and reduced the availability of communal space. However, the provider had very recently secured new premises for the service, though these will not be ready for some time.

Impressive multi-agency working maximised health outcomes for young people, who benefitted from specialist hospital and community services. At service level, staff familiarity with children allowed them to reduce physical distress or discomfort. NHS staff took responsibility for medication management and oversight, doing so effectively and identifying learning for continuous improvement. We suggested that a useful next step would be to formalise managers' roles and responsibilities in this area, and in particular agree arrangements for communication about quality assurance activities. We also asked managers to clarify a specific aspect of care for a young person where there was potential for confusion or error.

Staff supported connections between young people and their families to promote belonging. Where appropriate, children attended school to engage in learning, support development and benefit from social opportunities. Efforts were being made to find suitable alternative provision for young adults leaving formal education though this was proving challenging. In the meantime, staff supported all children and young people to take part in enjoyable, stimulating activities. Overall, assessment and planning processes supported positive outcomes and experiences for young people, though some improvements would enhance their effectiveness.

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?	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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