

Edinburgh Secure Services Close Support Unit Care Home Service

39 Howdenhall Road
Edinburgh
EH16 6PG

Telephone: 01316 648 488

Type of inspection:
Unannounced

Completed on:
6 March 2024

Service provided by:
City of Edinburgh Council

Service provider number:
SP2003002576

Service no:
CS2005099728

About the service

Edinburgh Secure Services Close Support Unit is a care home service for children and young people, provided by the City of Edinburgh Council. Care is provided across three houses, Calton and Chalmers to provide care to a total of five people each. Alison Throughcare which can provide care to a maximum of nine young people over the age of 16.

At the time of inspection, the service was in the process of separating the registrations individually for each house. This will allow each house to undergo an individual inspection in the future.

About the inspection

This was an unannounced inspection which took place on 27, 28 and 29 February 2024 between the hours of 09:00 and 20:00. The inspection was carried out by two inspectors 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:

- spoke with five young people using the service and six of their family/representatives
- spoke with fourteen staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- The service had made significant improvements since the last inspection.
- Staff had good relationships with young people.
- Young people were supported to learn and achieve.
- Managers were committed to becoming a trauma responsive service.
- Care planning needed to be more SMART (Specific, Measurable, Achievable, Realistic, Timebound).

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
--	----------

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 an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children and young people's experiences.

We found there was a good understanding of the risks young people presented. We found that where appropriate external agencies also worked alongside the young people. This supported the young people to be educated on the risks and be kept safe. Risk assessments had been developed, however, some lacked details on how to support young people. **(See area for improvement 1.)**

The service had responded to child protection concerns promptly. We saw how the lead professional led decision making process, and there was a whole team approach. This ensured young people were kept safe. However, the Care Inspectorate had not been informed of these concerns; or had incidents reported within the correct timescales. **(See requirement 1.)**

There was a commitment from managers to provide trauma responsive care. One house in particular had an excellent understanding of the young people's needs. Staff told us, "It's amazing what they have achieved I am so proud." We heard how they had given young people once in a lifetime opportunities. The support they provided during this allowed young people to make lifelong memories and grow in confidence. Other houses needed to further embed a trauma approach to ensure there was a consistent approach.

Staff worked hard to ensure young people were able to spend time with their family where possible. We saw how some houses had supported young people to have valuable time with their siblings on activities. The team also worked hard to support young people to have time at home, and in some cases return home to stay. This ensured young people felt included and built lifelong relationships.

The service had developed a good working relationship with health professionals. We saw how there was regular contact with CAMHS (Child and Adolescent Mental Health Services). This gave support to young people, helping them feel safe and to grow in confidence.

There was an individual approach to learning and employment. Young people told us, "They have helped me get to school." Staff understood the needs of the young people and looked at bespoke opportunities to help them learn and develop. Other young people had been supported to gain employment. This gave young people a sense of achievement and helped them to learn new skills.

Mealtimes were nurturing and offered a variety of options. Young people told us, "They know what I like, and will always make an effort to make sure there is food I like." We saw how individual preferences were considered and incorporated into menu planning. Staff made homemade meals, and also occasionally made home bakes.

We found care planning could be more SMART (Specific, Measurable, Achievable, Realistic, Timebound). At the time of inspection, the service was undertaking a review of this area, as they had already recognised this. We were reassured that this would help provide more specific overview of the needs of the young people.

Quality assurance processes needed to be more effective in some houses. We found training logs hadn't been updated and file audits to not be fully completed. This would allow a clear oversight of the areas of development required for staff.

The service had developed a new matching and admissions procedure. We were able to review how this had been successful in supporting potential admissions. This also allowed the service to request further information and ensure it could meet the needs of the young people. Staff told us, "It has been really helpful in identifying whether we can meet the needs of the young people."

Requirements

1. From receipt of this report the provider must notify the Care Inspectorate about incidents as detailed in the document, 'Records that all registered children and young people's care services must keep and guidance on notification reporting (2022)'.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 – Regulation 4(1)(a) – Welfare of Users.

This is to ensure that leadership is consistent with the Health and Social Care Standards (HSCS) which state that:

'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected' (HSCS 4.18); and

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

Areas for improvement

1. To support children's wellbeing, learning and development, the provider should ensure risk assessments detail how to support young people when they present at risk.

This should include, but is not limited to, a detailed risk assessment which is clear on how to support the young person.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 31 May 2023, the provider must ensure risk assessments and care plans are accurate and reflective of the care the young people need. To do this, the provider must, at a minimum:

- a) review risk assessments ensuring they are reflective of the risks the young person is presenting;
- b) ensure there are specific primary and secondary strategies on how to support these risks should they arise; and
- c) ensure care plans are reflective of the care the young people receive and their daily routine.

This is to comply with Regulation 4 (1) (a) The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 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' (HSCS 1.15).

This requirement was made on 16 May 2023.

Action taken on previous requirement

Partially met - new area for improvement stated in the report due to more detail being required in risk assessments.

Met - within timescales

Requirement 2

By 31 May 2023, the provider must ensure young people receive the appropriate support for their health. To do this, the provider must, at a minimum:

- a) educate the young people on the risks they place on their health;
- b) ensure young people receive the support they need to support their mental health; and
- c) ensure this is documented within their care plan clearly along with records of appointments.

This is to comply with Regulation 4 (1) (a) The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which

state that:

'I am supported to make informed lifestyle choices affecting my health and wellbeing, and I am helped to use relevant screening and healthcare services' (HSCS 1.28).

This requirement was made on 16 May 2023.

Action taken on previous requirement

Service has detailed supports available to young people within their care plan. Resources have been sought to support risks which are health related.

Met - within timescales

Requirement 3

By 10 June 2023, the provider must ensure the admissions process considers the ability of the service to be able to meet the young person's needs and keep them safe. In particular the provider must:

- a) ensure there is a comprehensive assessment of the needs of the young people using the service, underlining how the service will meet these needs and evidence regular reviews of the assessment;
- b) ensure there is an assessment of the impact on young people in the service and the referral, when a new admission is considered; and
- c) ensure the service has the staff skills and training to meet the needs of the young person.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'My care and support meets my needs and is right for me' (HSCS 1.19).

This requirement was made on 16 May 2023.

Action taken on previous requirement

New admissions procedure implemented and effective in ensuring the above criteria is considered.

Met - within timescales

Requirement 4

By 31 May 2023 the provider must ensure there is effective analysis and oversight of incidents. To do this, the provider must, at a minimum:

- a) review the incident, reflecting what could have been done differently;
- b) ensure all staff are debriefed following the incident;
- c) ensure there is management oversight of the incident; and
- d) ensure all incidents are reported to the Care Inspectorate.

This is to comply with Regulation 4(1)(a) (welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/ 210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This requirement was made on 16 May 2023.

Action taken on previous requirement

Quality assurance system implemented to ensure the above procedures followed.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support children's wellbeing, learning and development, the provider should ensure any concerns of bullying are addressed.

This should include, but is not limited to, a plan which is clear to support the young person, and a clear risk assessment.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

This area for improvement was made on 16 May 2023.

Action taken since then

Bullying policy been completed. No further instances of bullying on inspection.

This area for improvement has been met.

Previous area for improvement 2

To support children's wellbeing, learning and development, the provider should ensure staff access training appropriate to their role, and apply their training in practice.

This should include, but is not limited to, training in trauma informed practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled' (HSCS 3.14).

This area for improvement was made on 16 May 2023.

Action taken since then

All staff have undertaken trauma informed practice training.

This area for improvement has been met.

Previous area for improvement 3

To support children's wellbeing, learning and development, the provider should ensure there are clear plans in place for young people to stay connected to family.

This should include, but is not limited to, clear plans for each young person, a collective understanding of how time with family should be supported, and a risk assessment if appropriate to manage any potential risks.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am supported to manage my relationships with my family, friends or partner in a way that suits my wellbeing' (HSCS 2.18).

This area for improvement was made on 26 April 2023.

Action taken since then

Care plans were clear with family arrangements.

This area for improvement has been met.

Previous area for improvement 4

To support children's wellbeing, learning and development, the provider should ensure there are comprehensive care plans in place for all young people implemented by the service.

This should include, but is not limited to, clear care plans detailing daily routines, goals and support which the young people require.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 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' (HSCS 1.15).

This area for improvement was made on 16 May 2023.

Action taken since then

Clear care plans implemented, documenting routines and support required for young people.

This area for improvement has been met.

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
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	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 ਵਿੱਚ 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.