

Aberlour Options - Lothian Care Home Service

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Prestonpans
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Type of inspection:
Unannounced

Completed on:
13 March 2024

Service provided by:
Aberlour Child Care Trust

Service provider number:
SP2010011118

Service no:
CS2010272793

About the service

Aberlour Options - Lothian is a care home that provides short breaks for children and young people up to the age of 23 years old who have additional support needs arising through disability. The service is registered to provide care for a maximum of four children, young people or young adults at a time.

The service is provided in a detached bungalow situated in a quiet residential area in Prestonpans. The house offers homely accommodation with a living room, dining room, kitchen, laundry room, sensory room and four bedrooms as well as a small office/staff sleepover room. There is access to a secure garden. The service is close to a local park that young people can access from the garden and is close to the shore in Prestonpans.

About the inspection

This was an unannounced inspection that took place on 6 March 2024 from 11:00 to 19:00 and 8 March from 17:30 to 21:00. 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:

- reviewed responses to surveys from five staff, two external professionals and nine young people
- spoke with three parents
- spoke with five staff members including the manager
- spoke with one external professional
- met with four young people
- observed practice and daily life
- reviewed documents.

Key messages

- Young people were kept safe by staff who knew them very well.
- The staff team understood the needs of young people and cared for them using a therapeutic respectful approach to care.
- The staff team communicated well with the young people.
- Young people benefitted from fun nurturing relationships with those caring for them.
- Family member's views and knowledge of their children's needs were used to help staff best support young people's needs during short breaks.

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?	5 - Very 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?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children and young people, therefore we evaluated this key question as very good.

Young people were kept safe both emotionally and physically by staff who knew them very well. There was an emphasis on understanding and supporting young people's individual needs. Positive relationships with families and external professionals as well as regular review meetings helped to develop a confident approach to minimising risk and ensuring safety. The service have developed their care plans and risk assessments, however these required further improvement to ensure that all young people have detailed plans with specific measurable, achievable, realistic and time specific (SMART) goals. **(see area for improvement 1)**

The organisation followed best practice and national guidance in child and adult protection and all staff were confident that young people were kept safe while accessing the service. Parents expressed confidence that their children were safe when at short breaks.

The staff team had a very good understanding of the young people's needs and strongly advocated on behalf of young people and their families. The service were exploring external advocacy services to strengthen this support and ensure that young people's voices are heard.

Although the service have experienced some recent pressures with staffing the current staff team have worked well and supported one another to ensure they are providing a consistent therapeutic approach to care where young people's needs and rights were always a priority. This therapeutic approach to care has meant that restraint practice has not been required.

We observed young people having a lot of fun and enjoying warm, trusting and nurturing reciprocal relationships with those caring for them. Parents spoke positively of staff's relationships with young people. One parent stated - "I love all the staff they are so welcoming and my child is so happy to go, my child is not just a number, they really care about him." It was touching to hear a parent express her child's excitement to share his achievements with the staff team because he knew they would be proud of him. Young people were cared for in a homely environment that parents described as 'perfect' to meet their children's needs. This approach to care supported young people to get the most out of their time at short breaks.

The staff team worked hard using several communication methods to engage young people in their care and support. The day to day care was very much led by the young people where choice was given and plans were adaptable. The service included families and professionals, obtaining their views and using their knowledge to ensure they were providing the right care to the young people. This collaborative approach to care respected and promoted the rights and dignity of young people. It equipped the staff team with the necessary knowledge to support learning and developmental goals of young people and developed families confidence in those caring for their children.

Mealtimes were individualised to suit the needs of young people. Young people's food preferences as well as dietary needs were catered for. We heard that menus were planned a week in advance based on the preferences of young people, however there was always choice for the young person.

Areas for improvement

1. To support children's wellbeing, the service provider should ensure that all young people have personal plans that are detailed and comply with SMART principles. Clearly recording agreed actions to achieve positive outcomes for the young people, how these will be measured, how achievable these are and within which timeframe.

This is to ensure that care and support is consistent with the Health and Social Care Standards, 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."

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?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good

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