

Heath House Care Home Service

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Auchenheath
Lanark
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Telephone: 01555 893 006

Type of inspection:
Unannounced

Completed on:
7 February 2024

Service provided by:
Inspire Scotland Limited

Service provider number:
SP2012011803

Service no:
CS2020379227

About the service

Heath House is a residential care home for a maximum of five children and young people. It is provided by Inspire Scotland Ltd and is located in the semi-rural village of Auchenheath. The location provides a peaceful setting whilst offering access to a range of shops and community services in the nearby towns of Lanark and Lesmahagow. The house is a close distance to major road networks connecting to major cities of Glasgow and Edinburgh.

The house provides modern, spacious accommodation on two levels in five single bedrooms with en-suite facilities. Young people have use of a large open plan sitting room, dining kitchen and further communal space in a mezzanine chill out area. The house is surrounded by spacious gardens and private car parking facilities.

About the inspection

This was an unannounced inspection which took place on 31 January 2024 and 01 February 2024. The inspection was carried out by one inspector 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 three people using the service and four of their representatives;
- spoke with seven staff and management;
- observed practice and daily life;
- reviewed documents;
- spoke with visiting professionals.

Key messages

- Young people were safe and those at risk were proactively protected.
- Young people's care was based on warm compassionate relationships.
- Young people's rights were respected.
- Practice concerns should be more assertively responded to when they fall below the expected high standards of the service.
- Outcomes for young people were overall positive but some young people require a more tailored and ambitious approach.

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 made an evaluation of good for this key question, as there were a number of important strengths, which outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a positive impact on the young people's experiences

Young people living in Heath House were safe and where some faced the potential for harm, they were protected by a staff team who understood the risks they faced. Effective collaboration with a range of key professionals ensured young people at risk were supported in a thoughtful but assertive manner that ensured the risk of harm was minimised. This was balanced with an enabling approach to young people taking positive risks that encouraged them to develop self-confidence, independence and safety awareness when away from the house. Whilst current risks were well understood, we asked the manager to also consider future risks for each young person to strengthen their preventative practice.

Young people experienced trusting relationships and a stable environment that ensured early indicators of concerns were noticed and responded to. All protection concerns were managed in line with national guidance by a team who were growing in knowledge and confidence. This meant young people were protected at the earliest opportunity.

Young people enjoyed warm, caring and respectful relationships that led to a positive atmosphere within the house. The teams developing understanding of restrictive practice ensured any restrictions that were placed upon young people were carefully considered, balancing rights with the need to be protected. The team's increasing knowledge of the impact of trauma contributed to the compassionate relationships, with most staff, that young people described. However, when practice fell short of expected high standards, we were not confident that this was assertively and proportionately addressed. Given the potential this had to undermine the respect and stability young people experienced, we made an area for improvement. **(See area for improvement 1).**

Young people were encouraged to shape their care, and their views were sought on a wide range of issues affecting their lives. This positive approach was supported by access to professionals external to the service and young people were thoughtfully supported to navigate difficult choices and experiences.

Young people's physical and mental health needs, was prioritised by the service. Good links with health partners ensured young people received the right help at the right time and the strength of relationships with key staff ensured young people had been supported to access the health input they needed. Meaningful connections to family and friends were recognised as important and the service's flexible and thoughtful approach supported young people to keep in touch with those who were important to them. One parent told us 'The team have really supported us to enjoy time together'.

Having fun was seen as important and all young people had access to a range of social experiences. Some young people were meaningfully engaged in employment and activities that made a strong contribution to their sense of identity and self-esteem. Whilst the team had sensitively and thoughtfully supported young people to access learning and work opportunities, for some young people, the barriers to accessing learning opportunities were not fully understood. This prevented some young people having the individually tailored support required to maximise their potential and build on their strengths and skills. Given the potential impact this had on young people's futures, we made an area for improvement. **(See area for improvement 2).**

Areas for improvement

1. To promote young people's right to consistent, safe and stable care, the provider should ensure that if agreed high standards of care are not adhered to, this is responded to assertively and proportionately.

This should include but is not limited to ensure all staff are clear about standards of practice, codes of conduct and their responsibility to report concerns, and leaders in the organisation fulfil their responsibility to notify relevant organisations of any staff misconduct.

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, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14)

2. To support young people's learning and development, the provider should ensure that the service is clear in their roles and responsibilities to promote positive outcomes for all young people.

This should include but is not limited to, introducing a mechanism for working with professional partners to address barriers to learning and agreeing how clearly defined roles will maximise young people's potential.

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

'I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential' (HSCS 1.6)

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 young people's wellbeing and safety, the service should ensure staff are confident in understanding their role and are competent in assessing and managing risk. This should include, but is not limited to training in the use of continuous professional judgement in assessing risk.

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 27 January 2023.

Action taken since then

The service implemented training for all staff in dynamic risk assessment and have introduced reflective practice sessions for the staff team where risk is discussed and reviewed on a continuous basis.

Previous area for improvement 2

To support young people's emotional development and wellbeing, the provider should ensure that care is consistent with a fully understood, trauma informed approach.

This should include but is not limited to training and supporting staff to develop reflective practice that promotes examination of the impact of their communication, conduct and interactions with young people.

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

'As a child or young person, I am helped to develop a positive view of myself and to form and sustain trusting and secure relationships'(HSCS 3.5).

'I have confidence in people that are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. (HSCS 3.14).

This area for improvement was made on 27 January 2023.

Action taken since then

The provider ensured all staff had training on trauma informed practice, professional boundaries and Solihull Approach. Reflective practice sessions have been introduced with a focus on professional boundaries.

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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