

Care Visions - Riggheads Care Home Service

Riggheads
Johnstonebridge
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Telephone: 01576 470 695

Type of inspection:
Unannounced

Completed on:
3 April 2024

Service provided by:
Care Visions Group Limited

Service provider number:
SP2003002569

Service no:
CS2003019811

About the service

Carevisions-Riggheads is a care home service for children young people. It is based in a detached farm house in a rural location in Dumfries and Galloway. The house has two floors and it's own garden with a large kitchen and two communal rooms.

About the inspection

This was an unannounced inspection which took place on 27 and 28 March. 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 children and young people using the service
- spoke with five staff and management
- observed practice and daily life
- reviewed documents and spoke with one placing social worker

Key messages

- Children and young people felt safe in the service.
- Children and young people had nurturing relationships with staff.
- Children and young people were included in their care planning.
- The setting was maintained to a high standard.
- Staff understood trauma and the service model of relationship based practice.

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.

Children and Young people felt safe within the service. They were supported by staff who were knowledgeable about their needs and benefitted from enduring and nurturing relationships. When risks were identified, the service worked collaboratively with external agencies to promote safety.

Children and young people were confident in raising issues within the service either by using formal complaints process or through informal discussions with their keyworker or the registered manager. A robust approach was taken to investigate concerns when these arose which ensured that children and young people were listened to and treated with respect.

Therapeutic and stable care from a consistent staff reduced the likelihood and incidents of restraint in the service and this had not been used for a number of years. Children and young people enjoyed trusting and compassionate relationships. There were opportunities for children and young people to engage in shared interests with the staff team in a way which had developed naturally over time. Staff demonstrated an understanding of the impact of trauma and how it impacted on children and young people.

The setting was well maintained and offered plenty of space to children and young people using the service. Children and young people had choice over how their rooms were personalised and felt the service had a homely feel.

Children and young people were able to engage in their care and support and were given opportunities to contribute and review their care plans. They were supported to engage with external professionals and participate in decision making forums. This meant that children and young people's views about their care remained central to planning. Care planning and daily recordings were written sensitively and were child focused.

Children and young people's physical and mental health were prioritised. Care plans were comprehensive and included strategies to support children and young people with all areas of their development. These emphasised consistent routines to promote positive health and wellbeing. External professionals gave positive feedback in relation to improved outcomes for children and young people resulting from the care they had received.

The service promoted relationships with important people to children and young people. Family and friends visiting the service was encouraged where possible and children and young people were supported to sustain relationships. Relationships were also promoted with children and young people who had left the service with regular contact and return visits supported.

The service had high aspirations for children and young people and they were supported to gain life skills and access new experiences, including the opportunity to care for pets. One young person had been supported to obtain a motorbike to promote independent travel.

Children and young people had accessed a range of training and employment opportunities and attainment was encouraged. Staff had supported children and young people to build their employability skills and had

independently sourced work opportunities.

Children and young people had access to a range of healthy home cooked food that promoted a balanced diet.

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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