

Curo Salus - Northview House Care Home Service

Northview House
11 North Road
Johnstone
PA5 8NE

Telephone: 01505 336 690

Type of inspection:
Unannounced

Completed on:
15 March 2024

Service provided by:
Curo Salus Limited

Service provider number:
SP2004006972

Service no:
CS2004079909

About the service

Curo Salus - Northview House service is managed by Curo Salus Limited. The service is registered to provide residential care and support to a maximum of nine children and young people aged five to 18 years.

Northview House is a large, detached building in a residential area of Johnstone. All young people have their own bedroom and bathroom allowing them privacy. There is a living room, dining room, kitchen and extensive enclosed back garden. Within the garden there is separate accommodation, known as the cabin, for one person providing opportunity for increased independence.

Tandlebrae Cottage is a separate facility for two young people set within a rural location a short distance away. The cottage has two bedrooms, living room, kitchen and dining area. The cottage also has an extensive enclosed garden and a games cabin within the grounds.

About the inspection

This was an unannounced inspection which took place on 6 March 2024 between 12:00 and 18:45 and 7 March between 11:00 and 19:00. Feedback was provided on 15 March 2024. 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.

To inform our evaluation of the service we:

- spoke with seven young people using the service
- spoke with 10 staff and management
- observed practice and daily life
- reviewed documentation and survey responses
- spoke with two external professionals
- spoke with three family members.

Key messages

- Young people were kept safe and cared for by a committed staff team who knew them well.
- Staff supported young people to maintain relationships with those important to them.
- Individual ambitions and interests were recognised and encouraged.
- The property was homely and welcoming, with a fun and relaxed atmosphere.
- Varied education and employment opportunities were promoted by staff.

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 young people, therefore we evaluated this key question as very good.

Young people living at the service were kept safe physically and emotionally. Staff had a very good knowledge of young people and a clear understanding of individual needs, likes and dislikes which was beneficial in ensuring appropriate support was provided. The staff team was passionate, motivated and stable which provided consistency and continuity for the young people.

In reviewing the organisation's child protection policy, we identified this was outdated having last been updated in 2019. The need for this to be updated to reflect recent changes to national guidance was highlighted during inspection and we are confident this will be progressed.

We found young people experienced warm and fun interactions with staff, were offered days out as well as opportunities to celebrate special occasions. Staff told us of their desire to "make memories" with young people. One young person told us, "I'm happy cause I'm here" whilst another told us they liked that "everyone has privacy". This demonstrated the staff recognised the individual needs of young people and respected these to allow young people to be safe and comfortable in their home.

The environment was well-maintained, homely and welcoming. Young people showed us personal touches within their bedrooms and photographs were on display throughout the home promoting a sense of belonging and inclusion for the young people.

Children and young people's physical and mental health were given priority by the staff team who also collaborated with external professionals to ensure health needs were met. We were told about staff working closely with psychologists across the education and home settings to provide young people with a high standard of consistent, therapeutic care.

Young people's rights were respected and promoted by staff. Young people were actively involved in the development of plans and decisions being made about them and this was evidenced within documentation. This meant that support offered to young people was very child-centred and that young people felt their views were listened to and acted upon.

A strength of the service was promoting young people's relationships with people important to them sensitively. We found staff recognised the importance of sibling relationships, making particular efforts to ensure young people had opportunities to maintain these relationships. One young person told us "family are welcome here". This supported young people to feel included and connected to those most important to them.

All young people were engaged in education or employment. Staff acted upon young the views of young people in these areas and offered praise and encouragement to young people around their individual achievements which promoted motivation and continued engagement.

Mealtimes were relaxed, with good humour, and allowed young people to come together if this was their choice. There was no pressure for young people to all eat together. Individual preferences were catered for without a fuss and meant that mealtimes were inclusive for everyone.

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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