

East Park - Community Residences Group 1 Care Home Service

1092 Maryhill Road
Glasgow
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Type of inspection:
Unannounced

Completed on:
25 March 2024

Service provided by:
East Park School

Service provider number:
SP2003002355

Service no:
CS2016346438

About the service

East Park - Community Residences Group 1 is part of a grant-aided residential special school based in the Maryhill area of Glasgow.

The service is registered to provide care for a maximum of ten children and young people with additional complex support needs. The service is provided over three houses: Skye, Lewis and Robertson House. At the time of inspection there were ten young people residing at the service.

The three houses provide comfortable living spaces for the young people. All young people have individual bedrooms, some with a separate living area. There are large communal areas including living rooms and dining rooms. The houses are suitable to meet the needs of the young people. All young people have access to a safe garden.

About the inspection

This was an unannounced inspection that took place on 18 March 2024 from 11:00 to 20:00, 19 March 2024 from 11:00 to 21:00 and 25 March 2024 from 11:00 to 15:00.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the services and intelligence gathered since the last inspection. To inform our evaluation we:

- observed practice and daily life, of eight young people, speaking briefly with four young people
- spoke with two family members
- spoke with 15 staff including managers
- spoke with six external professionals
- reviewed documents.

Key messages

- The staff team's exceptional knowledge of young people and their effective partnership working supported their ability to keep young people safe.
- The service was innovative in encouraging young people to take considered risks to enable them and help improve their outcomes.
- Young people enjoyed relationships that were based on compassion, dedication and genuine love.
- There was a strong rights based approach to all aspects of care.
- Many staff members had an impressive understanding of trauma.
- We saw some outstanding progress and outcomes in young people's physical and mental health.
- The service successfully supported family and community relationships ensuring young people were included in their wider world.

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?	6 - Excellent
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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?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for children/young people.

Young people were kept safe both emotionally and physically by dedicated staff who knew them exceptionally well. The ability to keep young people safe was strengthened by effective partnership working with other agencies and families and shared knowledge of needs and risk. We were impressed with the service's innovative move towards risk enablement for the young people. Young people were being encouraged to try exciting new activities that would have previously been restricted due to perceived risk. Young people had greater responsibility within the house and when using public transport. This was a courageous step where internal reflection had led to a change in practice and young people were being encouraged to take carefully considered risks. This increased opportunities to develop important life skills, experience fun and develop confidence, self-esteem and get the most out of life.

All staff were confident in child protection practice. We were impressed with the detailed child and adult protection policies that had been informed by the most up to date national guidance. The service was forward thinking in reducing restrictive practice and risk enablement plans supported this. Learning from the service's participation in the Scottish Physical Restraint Action Group (SPRAG) had informed practice and significant progress in this area was evident. The service had participated in an appreciative inquiry conducted by Strathclyde University. This supported reflective practice and demonstrated the commitment of the service to reduce restraint. The strong relational approach to care created trusting relationships with young people and their families. Many staff had an impressive understanding of the impact of trauma and their role in caring for young people. The staff team successfully used their skills to support young people and minimised the need for restrictive practice. As one external professional commented, 'They give unconditional positive regard...and manage with relative ease'.

Young people enjoyed relationships that were based on compassion, dedication and genuine love. Staff demonstrated an exceptional level of respect for the young people who were very much at the centre of the care provided. Adaptations were made when required to ensure the environment was suitable for the needs of all young people. The gardens provided a fun sensory filled safe space for young people to explore and ongoing house improvements were part of the organisation's development plan.

Skilled staff used a variety of communication methods to ensure young people were involved in their care and support. We were impressed with the rights based approach through all aspects of care. This approach meant that young people's sense of wellbeing, worth and identity was passionately protected and nurtured.

The physical and mental health of all young people was a priority. We saw significant improvements and outstanding outcomes in the health and wellbeing for young people since our last inspection. External professionals described the commitment from staff as being a significant driver in the positive changes for these young people. Fun was an important part of life and support had been provided to the local community to support inclusion for the young people. Fundraising had led to connections to the wider community, giving young people opportunities for new experiences and widening their world. One parent told us, 'I am now seeing him thrive, his world has opened up'.

Maintaining and rebuilding young people's connections with family was a priority and this gave young people the opportunity to have positive relationships with those important to them. An external professional commented, 'The staff are really good with family time, they bend over backwards to do this, they go above and beyond'.

When speaking about the service, a parent expressed, 'If I could put them on a pedestal I would, for the things they do, you can see the excitement in my child's face and that's because of the job they are doing. The staff are absolutely fabulous'.

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?	6 - Excellent
7.1 Children and young people are safe, feel loved and get the most out of life	6 - Excellent

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