

Care Visions Quhytewoollen Care Home Service

Corrie Road
Lockerbie
DG11 2NE

Telephone: 01576 203 671

Type of inspection:
Unannounced

Completed on:
21 March 2024

Service provided by:
Care Visions Group Limited

Service provider number:
SP2003002569

Service no:
CS2010274118

About the service

Care Visions Quhytwoollen provides residential care to a maximum of four children and young people. The service is provided by Care Visions Ltd. At the time of this inspection, two children and young people lived in the service.

The service is situated in a rural setting in Lockerbie. The house is a large detached house with a large garden. The house is spacious with ample communal living areas. Children and young people each have their own bedroom and bathroom facilities.

About the inspection

This was an unannounced inspection which took place on 18 March 2024 (12:35 to 19:30) and 19 March 2024 (09:25 to 15:40). 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 two people using the service
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- spoke with one external professional.

Key messages

Children and young people experienced safe, predictable and stable care within the service.

Relationships within the service were based on the staff team's knowledge and understanding of the impact of trauma and this shaped the individualised and therapeutic care provided.

Not all serious incidents were notified to the Care Inspectorate, in line with statutory requirements.

The service had a strong understanding of children and young people's health needs and we saw positive health outcomes.

The service clearly demonstrated a commitment to continuing care and promoted young people to remain in the service, beyond the age of 18.

The service did not have necessary individual care planning and risk assessment documents in place to guide the care and support that children and young people receive.

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 evaluated this key question as good, where several strengths impacted positively on outcomes for children and young people and clearly outweighed areas for improvement

Children and young people experienced safety and security within the service. We heard about the positive experiences of living in the service and the care received. We found that the stability and consistency provided had contributed to children and young people progressing in other areas of their life.

Children and young people had access to a positive network of support, external to the service, and the role of advocacy services was evident. Staff had a strong awareness of children and young people's rights and provided care that was underpinned by child-centred practice.

Children and young people in the service have experienced stable care and relatively few significant incidents in the last six months. We saw a reduction in serious incidents that coincided with the development of relationships, staff experience and the development of the staff team. However, not all serious incidents were notified to the Care Inspectorate in line with statutory requirements (see area for improvement 1).

Children and young people enjoyed warm, nurturing and trusting relationship with staff. Relationships were based on staff knowledge of the impact of trauma on children and young people. We were encouraged to hear about the role of specialist and bespoke staff training on trauma informed care. This has enabled greater understanding of children and young people's needs and has helped shape the care provided in the service. One staff member explained their focus, "continuous nurture....as much love and care as we could give them.....lots and lots of nurture and hugs".

The home environment was of a high quality and this reflected a sense of respect and value towards everyone who lived in the service. The house had a relaxed atmosphere and a sense of the house being a family home. One staff member explained, "it is like an extended family. Everyone has a different type of relationship just like in a family."

We saw evidence that children and young people were involved in their day-to-day care and support. The strength and stability of relationships was central in enabling their views and wishes to be known and represented. We did not, however, see children and young people's involvement in their personal support plan or risk management plan (see area for improvement 2).

The service had a strong understanding of children and young people's health needs and were committed to improved health and wellbeing. We saw positive professional relationships with mental health and community based health resources. Staff were proactive in supporting good nutrition and physical activity levels, based on the individual needs of the children and young people.

Children and young people's connections to family and friends were supported very well. The service were creative in ensuring that children and young people were supported to maintain and develop important relationships. Staff were also proactive in enabling children and young people to experience new opportunities, skills and interests. This was supported by the service's resources; staffing levels, shift patterns and transport all helped enable children and young people get the most out of life.

Children and young people experienced progress in their education and we saw some positive educational outcomes. This was aided by the stability of care provided and the role of staff in offering individualised support and contributing to multi-agency planning.

The service clearly demonstrated a commitment to continuing care and promoted young people to remain beyond the age of 18. This was evident within policies and procedures and also in young people's experiences of enduring relationships and support. One young person told us, "Staff helped me get my life back on track....I could not have achieved what I have without the staff and their guidance and support."

We considered the use of individual care planning and risk assessment documents to guide the care and support that children and young people receive. Neither of the young people in the service had fully completed care plans. Not all of the young people had up-to-date risk assessment plans. Therefore, children and young people's current needs, and the supports in place to meet these, were not formally captured. Strategies to manage and reduce risk were unclear. This made it more difficult to measure and review outcomes (see area for improvement 2).

We have taken into account the evidence, throughout the inspection, of young people's relationships, positive experiences and outcomes. An external professional summarised, "they (staff) have provided consistent care.....they understand X's needs and are aware of X's challenges...this has reflected in X's behaviours." We have also considered the capacity of the service to work on the identified areas for improvement and the work already started to address these.

Areas for improvement

1. The service should notify the Care Inspectorate of incidents as described within 'Records that all registered children and young people's care services must keep and guidance on notification reporting' 25 October 2022.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected' (HSCS 4.18).

2. The service must ensure that all young people have comprehensive and up-to-date personal plans and risk management plans.

This should include, but is not limited to:

- a) ensuring that all plans include the contributions of young people, their parents/carers and the multi-agency team around the child
- b) these should outline clearly a young person's support needs, the desired outcomes for the young person and the role of the service in meeting these
- b) risks to young people using the service are recorded accurately within relevant risk assessment documents and this include strategies to support the young people.

This is to ensure that the care and support is consistent with the Health and Social Care Standards (HSCS) 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' (HSCS 1:15).

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

In order to ensure high quality outcomes for young people the manager should take action to create a culture in which young people are clear about their outcomes in accordance with the Health and Social Care Standards which state:

'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' (HSCS 1.15).

This area for improvement was made on 2 September 2019.

Action taken since then

The children and young people within the service did not have recorded care plans. Therefore, their current needs and the supports in place to meet these needs were not formally captured. This makes it very difficult to measure and review outcomes for children and young people.

This area for improvement has not been met.

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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