

## Chaplet Avenue Children's Unit Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
26 March 2024

**Service provided by:**  
Glasgow City Council

**Service provider number:**  
SP2003003390

**Service no:**  
CS2009194973

## About the service

Chaplet Avenue Children's Unit is registered as a Care Home for Children and Young People.

The service is owned and managed by Glasgow City Council and it provides care and accommodation for children and young people who are Looked After and Accommodated by the local authority. The service is registered to accommodate up to eight young people and at the time of the inspection, seven young people were living in the house.

The property offers a high standard of accommodation. Comprising two lounges, a large dining/kitchen, individual ensuite bedrooms, laundry room and office space. There is an enclosed rear garden, with a patio area.

## About the inspection

This was an unannounced inspection which took place on 12 March 2024, 13 March 2024 and 18 March 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 six young people using the service
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- When you walk into the house there is an instant feeling of calm and homeliness.
- The sense of harmony is reflected in the way young people participate in their plans but also in wider house life. There is no sense of hierarchy or power being used by carers.
- Empathy was very evident as was respect. Compassion was a core principle that allowed young people to build relationships with carers and to begin to express themselves.
- The environment was hugely impressive. The young people lived in a house that reflected their importance.
- Because of the focus on empowering them, the young people were champions for their local area. They spoke up on issues other young people were facing and used their own experiences to shape care for a much larger group of young people.

## 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 young people.

At chaplet avenue young people are kept safe, feel safe and have all their emotional needs met. We found a house where safety was a foundational principle of care and was fully embedded by a staff team who understood how to work alongside young people to keep them safe. What stood out to us was the confidence in which safety was managed across the whole care team. People understood their role and responsibilities and worked closely with other agencies. It meant that when young people came to live in Chaplet, they were safer.

When you walk into the house there is an instant feeling of calm and homeliness. This is a welcoming house where young people live in harmony with each other. The skill in which carers help young people integrate with each other was impressive. Despite being very different, the young people lived as one big family. They supported each other, laughed together and spent time enjoying each others company. We were confident that carers had a strong awareness of the house dynamics - whilst bullying could occur - this would be in contrast to the values of the home which both the staff and young people uphold.

The sense of harmony is reflected in the way young people participate in their plans but also in wider house life. There is no sense of hierarchy or power being used by carers. Instead, young people have their wishes, needs and thoughts listened to. Advocacy occurs naturally because it is a foundation of the houses model of care. Young people also have access to external advocates and supports if they need them. The absence of any power struggles or carers asserting their position meant that restraint was seldom used. The quality of relationships and care allowed issues to be managed alongside young people. When young people needed additional support because of extreme crisis this was sensitively managed with the young persons best interests always in mind.

The model of care was clear to us and had developed over a number of years. There were clear principles on show in the way carers and young people interacted. Empathy was very evident as was respect. Compassion was a core principle that allowed young people to build relationships with carers and to begin to express themselves. It meant that young people who lived in Chaplet Avenue received incredibly high quality care but also therapeutic support because they developed healing relationships.

The environment was hugely impressive. The young people live in a house that reflects their importance. It is well decorated and has an interior that is developed via young people's wishes and views. There are comfortable spaces for them and personalised bedrooms that young people told us they wanted to relax in. The garden had been designed with them to create another space for relaxation. Young people told us about the things they still needed like larger beds, but the managers were already dealing with this. It meant that young people lived in a house that they helped to improve.

We heard that not all of the young people wanted to be involved in their care and support planning and we understood this, but the carers had a great sense of when and how to involve them. Desired outcomes and goals were relayed in everyday conversations with young people so that they were included in what was being planned for them. The result was a house full of young people achieving and progressing despite their differing needs and experiences.

Because of the focus on empowering them, the young people were champions for their local area. They spoke up on issues other young people were facing and used their own experiences to shape care for a much larger group of young people through the champions board. Young people had developed moving in packs for all of the young people living across Glasgow. This had involved designing the packs and training large numbers of staff with the creation of a video outlining why it mattered and what was in the box. It meant that young people in Chaplet were challenging the norms of care, pushing for higher standards and a voice for young people across the city.

When the service didn't have the skills to support a young person they knew exactly where to turn and had ready made links to people in specialist services. These links ensured no delays in young people getting help. They were also supporting young people to attend and ensuring young people got all the help they needed, even when young people could not see the benefit. We observed really nurturing interactions that young people responded well to. The carers could also flex their support to use the right tone at the right time. The impact was young people participating in the community and getting the help they needed.

When you come to live in Chaplet Avenue your family become an extension of the house. We observed transformational work with families that enabled young people's home lives to improve and their parents to recover. This allowed young people to return home. When young people left Chaplet they remained a significant part of the homes wider family. Carers continued to babysit, support and visit the young people who used to live with them. This meant that the quality of care had a much wider reach than just the home.

We were very impressed with the educational outcomes for young people. Some were fulfilling their potential. Others had struggled with school throughout their lives and this was recognised and responded to. There were extracurricular achievements for most if not all. One young person was excelling in the outdoor resource centre. Another was achieving awards through an alternative to education. The approach to achievement was wide and varied and this meant everyone achieved.

The approach to food and eating was heartening and impressive. We observed people spending time together around the dinner table much like a family. The quality of food was varied to ensure all of the young people ate what they wanted but there was creativity from carers to ensure that a healthy diet was on offer. This meant that young people got nutrition but also got time with carers sitting eating. This we found was where people were able to talk about their care planning, identify achievements and support one another.

## 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

Given the personal choices of some young people, we felt it was important that the service enlist the involvement of organisations or groups who specialise in providing information and opportunities to learn through personal expression.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: 'I am accepted and valued whatever my needs, ability, gender, age, faith, mental health status, race, background or sexual orientation' (HSCS 1.1).

**This area for improvement was made on 21 January 2020.**

#### Action taken since then

This area for improvement was made some time ago. However, during this inspection we found young people freely expressing themselves. They were championed by carers who encouraged them to speak up for their needs.

#### Previous area for improvement 2

The service should revisit and review existing approaches to managing risk behaviours of young people, for whom their whereabouts is unknown, uncertain or provides a lack of clarity.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: 'I am helped to understand the impact and consequences of risky and unsafe behaviour and decisions' (HSCS 2.25).

**This area for improvement was made on 21 January 2020.**

#### Action taken since then

This area for improvement was made some time ago. During this inspection we found robust systems in place to manage risks when young people went missing. This ensured they were found and kept safe.

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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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