

# The Red House Care Home Service

29 Auchengreoch Avenue  
Johnstone  
PA5 0RJ

Telephone: 01505 704 205

**Type of inspection:**  
Unannounced

**Completed on:**  
18 March 2024

**Service provided by:**  
Young Foundations Ltd

**Service provider number:**  
SP2007009027

**Service no:**  
CS2007149014

## About the service

The service is registered to provide a care service to a maximum of five children/young people aged 12 to 20 with a range of acute mental health issues and associated challenging and complex needs, including learning disabilities and autistic spectrum disorders.

The house is a large, detached building situated in a residential area of Johnstone, Renfrewshire. The accommodation is furnished to a high standard and provides a very comfortable living environment. The service accepts children from throughout the United Kingdom.

At the time of inspection, the Red House was the providers only service in Scotland and five young people were living in the service.

## About the inspection

This was an unannounced inspection which took place on 5 March 2024, 10:00 - 18:00 and 6 March 2024, 10:00 - 18:00. 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 and one family member
- spoke with five staff and two managers
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- Young people were safe and protected from harm.
- Young people experienced nurturing compassionate care.
- Young people saw the people that were important to them.
- There was a multi-disciplinary approach to supporting young physical and mental health.

## 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

**Question Indicator: 7.1 Children and young people are safe feel loved and get the most out of life.**

The overall evaluation for this question was very good.

Young people were safe. They were supported by a staff team that understood their needs and listened to them. Staff spoke of loving the young people and feeling proud of them. The team collaborated closely with partner agencies in identifying and reducing high risk behaviours.

Young people had access to advocacy workers who acted in their best interests. A person centred; rights-based approach was embedded in the team's practice.

Young people were aware of their right to be heard and to express their views, empowering them to feel confident that the care they received was tailored to their individual needs.

The service implemented national guidance and best practice with child protection procedures including child sexual exploitation. The young people experienced therapeutic care from a stable staff team. Restraints had been used to prevent young people from harming themselves. All staff spoke of restraint being used as a last resort; this was underpinned by good knowledge trauma informed practice. We observed staff being trained in Foundations for Safer Care where the emphasis was on trauma and healing. There was a culture of using relationships and humour to de-escalate situations and support young people to keep themselves safe.

The young people enjoyed warm, trusting nurturing relationships with staff. There was compassion and a family feel to the house. Staff supported the young people with positivity and humour. A young person told us 'They are like family.' Respect for young people was clear in the quality of the environment. Young people's sense of cultural and personal identity was recognised and promoted. Young people were engaged in their care and support and encouraged to take part in all decisions affecting them. Young people's meetings, key times and shared activities promoted inclusion of young people in their care planning and support.

The service had a solid understanding of how to support young people's mental and physical wellbeing. Staff were attuned to the emotional vulnerabilities of the young people and took a trauma informed approach to practice. A Mental Health professional told us 'Staff meet the needs of the young people providing a secure base with thought and consideration given to their emotional needs.'

Connection to family members or people who were important to the young people was a priority for the team, showing a commitment to Scotland's 'The Promise.' Staff facilitated these relationships with sensitivity. Family members were encouraged to visit the house whenever they wanted.

The service had a culture of achievement and ambition, it was expected that where possible young people would be in education. Mealtimes were relaxed nurturing occasions where the young people were encouraged to enjoy well balanced diets.

## 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

The managers of the service should develop an improvement plan based on (specific, measured, achievable, realistic and timed (SMART objectives)

This is to ensure that care and support is consistent with the health and social care standards which state that:

'I experience high quality of care based on relevant evidence, guidance and best practice.' (Health and Social care standards 4:11)

**This area for improvement was made on 26 July 2021.**

#### Action taken since then

This Area for Improvement has been Met.

#### Previous area for improvement 2

The service should ensure that it actively seeks and enables effective communication with external staff to promote multi-agency involvement in the planning process.

This is to ensure that care and support is consistent with the health and social standards which state that:

If I am supported and cared for by a team or more than one organisation, this is well coordinated so that I experience consistency and continuity. (Health and Social Care Standards: 4.17)

And:

'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.' (Health and Social Care standards: 4.18)

**This area for improvement was made on 26 July 2021.**

#### Action taken since then

This Area for Improvement has 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](http://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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