

Tall Trees Care Home Service

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Dunfermline
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Type of inspection:
Unannounced

Completed on:
17 May 2024

Service provided by:
Starley Hall School Ltd

Service provider number:
SP2004006683

Service no:
CS2007145372

About the service

Tall Trees is a care home service for up to five young people. The service operates from a detached house in a residential area of Dunfermline and is close to public transport, shops and schools. The home has six single bedrooms, two with en-suite facilities. There is an open plan lounge, dining room and two kitchens for use by the young people and staff. There is a small garden to the rear and parking spaces at the front.

The service is provided by Starley Hall School Ltd, a private limited company which operate a residential school accommodation service and three community houses of which Tall Trees is one.

At the time of the inspection, five young people were using the service.

The service aims 'to provide the highest standard of care and support to children and young people' by providing 'a safe, secure, protective home for children and young people where they feel valued and accepted'. Their approach is rights based, child-centred and individualised.

About the inspection

This was an unannounced which took place on 4 and 24 April 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 three people using the service;
- spoke with six staff and management;
- observed practice and daily life;
- reviewed documents; and
- spoke with visiting professionals.

Key messages

- Young people felt safe and protected from harm.
- Staff were knowledgeable and understood the young people's needs.
- Staff worked well with external agencies to keep young people safe and support their needs.
- Young people benefited from very good relationships where they felt loved and part of a family.
- The house was warm and nurturing and supported their wellbeing.
- Relationships with family and friends were well supported.
- Staff were proactive in ensuring that the young people had opportunities to participate in a variety of activities.

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 made an evaluation of very good for this key question. We identified major strengths in supporting positive outcomes for young people.

Advice was given in a few areas to further develop practice. There was confidence that this advice would be actioned.

Young people were kept safe and protected from harm. All staff had a very good understanding of young people's needs and listened to them. Young people were supported to participate in their own planning and helped to identify risk and keep themselves safe.

Young people were safeguarded due to staff's understanding and recent training in child protection.

Young people were looked after in a therapeutic and stable environment and careful consideration had been given to the matching process and placing young people together.

Staff demonstrated a good understanding of young people's feelings and supported them well. At times of distress young people were able to rely on a staff group who worked within a trauma informed approach. Staff were undertaking training to further develop this area of practice.

Young people enjoyed warm, nurturing, and trusting relationships with staff who were knowledgeable about their needs. Some young people told us they felt love and affection from the consistent support they received.

Young people's care plans were well written, informative and kept up to date and relevant. We were given an example of a new format which illustrated a person centred approach to care planning. The young person was very keen to show us the work they had taken part in to develop their personal plan.

We found some information was not recorded in a methodical manner and, at times, staff found it difficult to find specific information. The manager told us this was under review to simplify the recording and documenting process.

The home environment was warm and nurturing, supporting young people's wellbeing.

Young people had access to external advocacy and they were encouraged and supported to attend school, college and work opportunities.

The young people were provided with a varied and healthy diet. Meals times were a social occasion and young people were encouraged to develop their life skills in preparing meals and clearing up afterwards.

We heard of the significant progress young people had made since coming to the service, for example an increase in school attendance, young people securing employment and starting driving lessons.

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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