

Drylaw Young Peoples Centre Care Home Service

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Type of inspection:
Unannounced

Completed on:
25 April 2024

Service provided by:
City of Edinburgh Council

Service provider number:
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CS2003010927

About the service

Drylaw Young Peoples Centre is a care home for children and young people operated by City of Edinburgh Council. The home is registered to provide a residential care service to a maximum of seven young people aged 11-20 years. The accommodation provides opportunities for young people to live in semi independence in two self-contained flats within the main building. The accommodation is set in a residential area, close to all amenities and provides a service on an emergency, short or long term basis dependent on the needs of young people.

About the inspection

This was an unannounced inspection which took place on 19 March 2024 between 10:00 and 19:00, on 20 March 2024 between 10:00 and 14:15 and on 22 March 2024 between 09:30 and 12:15. 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 four young people;
- spoke with six staff and managers;
- observed practice, the environment and daily life; and
- reviewed documents.

Key messages

Young people felt loved and cared for and liked staying at Drylaw

Staff were very good at overcoming language barriers.

Staff worked well with other agencies to keep young people safe.

Care planning documents could be improved by making them more Specific, Measurable, Achievable, Relevant, and Time-Bound (SMART).

Adults advocated for their young people to ensure they could attend college and achieve.

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

Young people were cared for by adults who recognised triggers causing anxiety and used planned interventions to lessen tensions. In the main, young people told us they felt respected and loved. They were treated courteously and were included in making decisions about their lives. Relationship issues between young people, and staff and young people were managed sensitively taking a trauma informed approach and seeking resolution to maintain and repair relationships.

Young people felt safe at Drylaw. The staff were particularly vigilant in ensuring that they knew the whereabouts of young people at risk and were confident about their responsibilities to keep young people safe. They knew about the policies relating to protection and what to do if they had a concern.

Communication with young people was very considered, particularly so for those with English as a second language. Adults were mindful to use every opportunity to communicate using translators and ensuring all documents were translated. There was high emphasis on supporting cultural values, such as supporting young people to access halal meats and finding recipes from origin countries, religious practices such as prayer, attending church and mosque.

Young people were listened to and taken seriously and had many opportunities to present their views. Most young people were fully involved in their care meetings and reviews, where they made decisions about their future and set personal goals. Promise development days focused on understanding rights and consider what young people wanted from their care experience. A promise follow up day deliberated what more could be done to include those who are important in the lives of the young people, planning events and considering how young people could be more included in the community.

In the past Drylaw had been instructed to take a number of emergency placements causing some disruption to the resident group. This had significantly decreased. Impact assessments ensured that young people were a good fit for the service, considering the needs of the young person being admitted as well as those of the resident group. Whenever possible admissions were planned and preparations made to ensure the young person felt comfortable. All of this contributed to young people having the best start at Drylaw.

All of the young people had weekly planners written in their language. They provided routine, ensured that appointments were kept and young people were engaged in their own activities. Most of the young people attended college placements some to improve their English and others to prepare for employment.

Predictable routines helped young people feel secure. The structure to the day was based on the needs and activities of the young people.

Young people were fully supported to maintain relationships with the people who were important to them.

Young people enjoyed cooking, playing PlayStation, going out for meals, going for walks or drive in the car. They were also involved in activities outwith Drylaw such as football and gym and were planning a holiday to Aviemore over Easter.

Staff were ambitious for young people and understood the effects of trauma and presented a calm and sensitive approach. There were no physical interventions and the focus on de-escalation was successful.

The atmosphere was calm and relaxed with lots of cuddles and fun. The house was comfortable and arranged around the young people's needs. Photographs of young people and staff were tastefully presented and young people enjoyed an environment where everyone felt nurtured and special.

Whilst all of the young people had care plans which identified goals to help provide targeted support, improvements could be made to make them SMART. In particular cross referencing documents or providing a guide as to the purpose of each document, providing more detail and identifying timescales. See area for improvement 1.

All young people are enrolled with appropriate health care professionals. Medication was well recorded and administered and audited. Staff had a good understanding of mental health issues and where to seek support.

The relatively new management team at Drylaw worked alongside staff providing valuable role models for the somewhat new staff team. Since the last inspection new staff had been recruited and young people were enjoying improved consistency. We stressed the importance of maintaining and building on stability within the staff team.

Both the staff and young people told us that managers were open and responsive, kind and caring and put young people at the centre of everything they did. This provided the staff with confidence and the young people with security.

Every member of staff presented as enthusiastic and committed. Young people could be assured that staff had regular core training and specialist training to help them meet their needs. All staff had regular supervision with their line manager providing support and accountability.

Clear processes were in place to report accidents and incidents.

The acting manager ensured that important auditing was in place. Further auditing of care plans would help to ensure that targets were consistently SMART. See area for improvement 1.

The service had used the Care Inspectorate Core assurances self evaluation tool to identify what they were doing well and what they could do better. Next steps were planned to produce a development and improvement plan.

All maintenance carried out promptly and a programme of refurbishment was in place.

Areas for improvement

1. In order to ensure the best outcomes for young people the service should ensure that all care plans reflect SMART targets and this is evidenced in the auditing of care plans.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which states 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 requirements we made at or since the last inspection

Requirements

Requirement 1

By 31 May 2023 City of Edinburgh Council must establish a consistent staff team providing opportunities to enhance positive relationships between young people and the adults caring for them. In addition, they must ensure that young people have continuity of relationships and consistent, stable care and support through addressing issues of staff retention.

This requirement was made on 23 March 2023.

Action taken on previous requirement

At the time of the inspection the service had a full senior team and had successfully recruited care staff into post. Staff recruitment was reported as an ongoing struggle, however, City of Edinburgh were making plans to further support recruitment.

Met - outwith timescales

Requirement 2

By 7 May 2023 City of Edinburgh Council must ensure the safety and wellbeing of young people by: - operating the service in line with conditions of registration or by seeking a variation to conditions from the Care Inspectorate and - ensuring that all relevant notifications of accidents and incidents, including emergency admissions which mean the service is over numbers, are reported to the Care Inspectorate in line with the notification's procedure.

This requirement was made on 23 March 2023.

Action taken on previous requirement

Emergency placements had significantly reduced and had not resulted in operating outwith the conditions of registration.

Met - within timescales

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	5 - Very Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	4 - Good

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