

Dalveen Farmhouse Care Home Service

Durisdeer
Thornhill
DG3 5BP

Telephone: 01416743267

Type of inspection:
Unannounced

Completed on:
17 May 2024

Service provided by:
BDT CARE SOLUTIONS LTD

Service provider number:
SP2016012716

Service no:
CS2016347104

About the service

Dalveen Farmhouse is a large detached farmhouse situated in a rural location in Dumfries and Galloway. The service is provided by BDT Care Solutions, part of Pebbles Care Ltd and was registered with the Care Inspectorate on 30th September 2016 to provide a care service to a maximum of 4 children and young people.

The house consists of a large lounge for communal activities, a large dining kitchen, a utility room and an office on the ground floor and the young people's bedrooms and staff room upstairs.

The service is surrounded by farmland and is isolated from towns and villages. There are very limited public transport services that operate close to the service and consequently young people are dependent on staff and service vehicles to access retail, leisure and education facilities.

At the time of the inspection, there were two young people resident in the house.

About the inspection

This was an unannounced inspection which took place on 15th and 16th May 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 two people using the service and one of their representatives
- Spoke with three staff and management
- Observed practice and daily life
- Reviewed documents.

Key messages

- Young people and staff had established positive relationships.
- Young people were attending further education and achieving in their chosen courses.
- Young people were accessing leisure facilities and activities in local area's neighbouring towns.
- Young people were supported to maintain contact with family and friends who are important to them.
- Staff advocated strongly for young people's rights to be recognised.

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
--	---------------

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

During our inspection year 2024-2025, we are inspecting against a focus area which looks at how regulated services use legislation and guidance to promote children's right to continuing care and how children and young people are being helped to understand what their right to continuing care means for them. Any areas for improvement will be highlighted in this report.

We found the service to be operating at a very good level for key question 7.1 - "Children and young people are safe, feel loved and get the most out of life". This was because we found major strengths in supporting positive outcomes for people whilst finding very few areas for improvement. Those that did exist, we considered would have minimal adverse impact on people's experiences and outcomes.

Staff had maintained the positive relationships they had built with the young people. Young people were confident their best interests were a priority for staff and told us they trusted the staff and felt safe in their care. This assured them that they had a safe and stable base from which they could aim to achieve their goals and aspirations. The staff group were developing their knowledge and skills and had gained a good understanding of the young people's needs. Through this knowledge and further training the staff were providing nurturing, responsive care to promote young people's emotional and physical development.

The young people generally had positive interactions with one another. They told us of times they had spent together on activities they enjoyed and of the individual interests they participated in. Staff were alert to any times it was thought beneficial for young people to spend time pursuing their individual goals.

Independent advocacy was available to young people, however they felt confident in raising any issues they had themselves. The service reviewed young people's views of engaging with independent advocacy services regularly to ensure they could make informed choices. The staff team were also discussing the Health and Social Care Standards (H&SCS) during supervision and team meetings to promote the young people's understanding of these standards.

Staff supported young people living some distance from their hometown to meet with those important to them. Staff fully supported any young people experiencing challenges to these rights. This assured young people that these important relationships would be promoted and maintained.

Similarly, with regard to continuing care, where legislation did not apply directly, due to young people's circumstances, the staff promoted young people's rights through raising the matter, in partnership with social workers, with the placing local authority.

The service continued to have low incidence of restraint. This is to be commended. Staff used their de-escalation skills and relationships with the young people in times of upset or heightened emotions to manage situations positively. Through these consistent approaches by staff the young people continued to enjoy a stable, settled environment. We observed the young people interacting with the staff and noted confident, relaxed exchanges with appropriate use of humour.

Young people were achieving well both academically and in their individual interests. Through these successes, their sense of self worth and identity was nurtured. Young people had succeeded in accessing further education placements. Staff sought opportunities for young people to access activities that encouraged new experiences and furthered their interests or individual skills. The young people were excelling through engaging in chosen sports activities, for example. In addition to increasing their confidence and feelings of achievement these activities provided further new experiences through which to further develop social skills and form friendships.

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 service provider must ensure that all staff receive sufficient and regular training. This should include, at the earliest opportunity, training in child and adult protection and in the services chosen model of crisis intervention. The service provider should ensure an appropriate record of training is maintained and regularly reviewed.

This area for improvement was made on 11 September 2023.

Action taken since then

A training Matrix identifies when staff are required to complete training. This includes when training has been allocated, completed and when refresher training is required. Staff complete CALM training on joining the service and this is documented on a CALM data base which includes the yearly re accreditation. All staff attend safeguarding training face to face and also allocated trauma informed practice to enhance the understanding on how traumatic experiences impact young people. The service has developed new child protection forms including a tracker form for all correspondence in relation to child protection concerns. **This area for improvement has been met.**

Previous area for improvement 2

The service provider must ensure staff assist young people in understanding their rights and advocate for them when required. To do this, the service provider should ensure staff receive regular development opportunities discussing and reflecting on the Health and Social Care Standards as they apply to people in care in Scotland.

This area for improvement was made on 11 September 2023.

Action taken since then

The service had developed an improvement plan for all their homes. Each development plan includes the identification of advocacy services for young people and this service is offered to them. When declined, the service offer is reviewed with young people on a three month basis in case they change their mind. Staff discuss the benefits of advocacy with the young people. Staff also discuss Health and Social Care Standards at team meetings and then through key working sessions and daily conversation with the young people. **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.

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.