

Carston House Care Home Service

Carston House
Drongan
Ayr
KA6 6NQ

Telephone: 01414 337 684

Type of inspection:
Unannounced

Completed on:
12 July 2024

Service provided by:
Clearview Care Limited

Service provider number:
SP2018013237

Service no:
CS2018371684

About the service

Carston House is a large detached house set in it's own grounds in a semi rural location outside a village in East Ayrshire. There are local shopping and healthcare facilities close to the service and young people have access to local transport links to the larger nearby towns of Ayr and Cumnock.

The service is a residential care home registered to accommodate up to three young people. At the time of the inspection two young people were being provided care in the service. The service provides young people with a large tv lounge and dining kitchen, in addition to their own ensuite bedrooms internally.

External to the main building is an annexed building with facilities for young people to enjoy, including exercise machines, arts and crafts and computer games. The service grounds also has a chicken coop with live chickens and a large grass area for outdoor games.

About the inspection

This was an unannounced inspection which took place on 10th and 11th July 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 two of their representatives
- Spoke with four staff and two management
- Observed practice and daily life
- Reviewed documents.

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.

Key messages

- Young people enjoyed very positive supportive relationships with staff.
- Young people were kept safe and their rights respected.
- Young people were supported to access the right levels of external support for their needs.
- Young people were achieving in their chosen goals and aspirations.
- Managers provided staff with very good levels of support including external supports if required.
- The service had a clear commitment to continuing care principles.
- Carston House provides young people with a safe and comfortable base from which to progress their care plans.

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 found the service to be operating at a very good level for Key question 7: How well do we support children and young people's rights and wellbeing? 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 developed positive and supportive relationships with the young people. Young people were confident their best interests were a priority for staff and told us that they felt safe in their care. They identified staff whom they could trust and confide in. Having these positive relationships assured young people that they had a safe and stable base from which they could aim to achieve their goals and aspirations.

The staff group had gained a good understanding of the young people's needs. Through their previous experience and skills and knowledge they were providing nurturing, responsive care to promote young people's emotional and physical development. Attending and completing further training ensured they maintained their knowledge in supporting young people's needs and furthered their professional development.

Staff were clear that restraint should only ever be used as a last resort and were confident in their use of de-escalation skills through their relationships with the young people 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, including the staff's use of humour in addition to appropriate and sensitive boundary setting.

Staff developed these positive relationships whilst engaging young people in activities the young people had an interest in. Young people were engaging in the community. They enjoyed participating in community events and facilities and engaged in groups of interest to them within the general area. Young people had also participated in festivals and meetings further afield and had gathered positive memories of these activities. Meeting with friends, relatives and others of importance to the young people was facilitated or being arranged. Staff also promoted young people's individual interests that nurtured their sense of self-worth and identity. These activities helped develop young people's self-esteem in addition to providing experience in life skills, such as budgeting, planning and decision making.

Independent advocacy arrangements were in place for young people to access at times of their choosing. Whilst independent advocacy was available to young people, they felt confident in raising any issues they had themselves.

Young people's legal and human rights were respected. Their engagement with their care planning was promoted, ensuring their voice was being heard. Staff also advocated strongly for young people. Examples of staff championing young people's rights were with regard to managing risk and maintaining communication with others who are important to them, and also with regard to education and employment opportunities. These supports aimed to assure the young people's sense of wellbeing, worth and identity was protected and nurtured.

We discussed the managers staffing level assessments with the management team. Although the service had sufficient staff with appropriate knowledge and skills to provide very good levels of care for the young people there had been some staff turnover. This was under review of the management and plans to address considered. This issue had not been impacting on the care of young people. A written staffing level and skill assessment was available. We suggested some additions that could be made to the assessment and the management are to consider these.

We noted that although incidents had been recorded, and we could see that appropriate staff response was provided to these with young people fully supported, some incidents had not been reported to us. Whilst there were no adverse outcomes for the young people, we have identified this as an area for improvement. (see area for improvement) .

Areas for improvement

1. To support children's health and wellbeing, the provider should ensure that appropriate and relevant notifications are provided to the Care inspectorate, per the guidance document, "Records that all registered children and young people's services must keep and guidance on notification reporting" REG-0821-067.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state: "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". (HSCS 4.18)

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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