

Ferndale Care Home Service

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Type of inspection:
Unannounced

Completed on:
27 June 2024

Service provided by:
East Dunbartonshire Council

Service provider number:
SP2003003380

Service no:
CS2006124929

About the service

Ferndale is a registered care home service provided by East Dunbartonshire Council. The service operates from a purpose-built house in Kirkintilloch. It is located close to all local amenities with access to public transport links.

The service provides care to a maximum of 10 young people. The house has its own parking spaces to the side, and a garden to the rear of the property. It has nine single bedrooms with en suite facilities, and one bedroom has kitchen facilities to promote independent living skills. There are two lounges, a dining area, two kitchens, a bathroom and a snug. The living areas are furnished and decorated to a good standard.

About the inspection

This was an unannounced inspection which was carried out by one inspector from the Care Inspectorate. The inspector visited on 20 June 2024 between 12:00 and 22:00 and 24 June 13:45 and 21:45.

To prepare for the inspection, we reviewed information about the service. This included previous inspection findings and registration information. We also reviewed information submitted by the service and information gathered throughout the inspection year.

To inform our evaluation we:

- spoke with five young people using the service
- spoke with 13 members of staff and management
- spoke to representatives from social services, education, advocacy, the Scottish guardians and health
- reviewed survey responses received from young people, family, staff and external professionals
- observed practice and daily life
- reviewed key 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.

The provider of this service is a corporate parent, with statutory responsibilities to look after and accommodate children. This may mean that the duty of care for children and young people on an emergency basis, or with highly complex needs, is their highest safeguarding priority. In these circumstances, our expectations focus on outcomes, and evaluations remain identical to all other providers. We may, however, provide some additional narrative in the body of the report to reflect the impact of these duties, should it be relevant to this particular service.

Key messages

- Young people achieved their potential, felt valued and received the best standards of care and support.
- Young people were fully aware of their rights and children's rights were strongly supported by staff and managers.
- Staff and managers prioritised building strong relationships with young people, and kept in touch when young people moved on.
- Staff and managers were highly experienced and knowledgeable, including specialist knowledge of attachment, trauma and children's rights.
- There was a strong ethos of multi-agency, research-based and child-centred practice.
- The management team supported staff, creating a culture of ongoing improvement, innovation, learning and reflection.

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

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| How well do we support children and young people's rights and wellbeing? | 6 - Excellent |
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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?

6 - Excellent

This inspection considered our Key Question 7: How well do we support children and young people's wellbeing? This key question has two quality indicators associated with it. We evaluated the service as excellent, where performance was sector leading. Practice was effective, innovative and sustainable across a wide range of activities.

Staff provided exceptional levels of care and young people told us this allowed them to feel safe, secure and nurtured. One young person commented that "the staff have supported me in my toughest times and I am beyond grateful for their support that still continues."

All staff were confident in child protection and whistleblowing. We heard that restraint was not often used, however, when it was, staff felt confident and supported in this practice. Managers were trained in the National Referral Mechanism (NRM) and had a confidence in understanding child exploitation and contextual safeguarding. Stakeholders commented on the excellent communication and collaborative approach.

We saw that staff prioritised their relationships with young people, and these were warm, nurturing and respectful. Relationships were informed by staff's knowledge of attachment, trauma and children's rights. We found that the promoting positive behaviour (PPB) model was embedded in staff practice, and other parenting approaches were used to compliment this. Staff within the service were in the process of becoming in house trainers and the service was in the process of completing their Keeping the Promise Award, undertaking specialised training in children's rights, parenting approaches and trauma. The service prioritised supporting young people's recovery and building resilience.

Young people told us that they felt listened to, and their views were respected. There was effective and passionate championing of children's rights by managers and staff. This included young people being supported to attend young people's meetings, submit complaints and have regular individual time with staff. Young people were supported to access advocacy, guardians, or independent legal advice. Where appropriate, young people had planned weekly interpreter sessions, as well as documents being translated into their first language. This meant young people's views and wishes were embedded throughout all key documents, and their views acted upon where possible.

Young people were fully supported to keep in touch with people important to them. The service also had an outstanding commitment to continuing care, supporting young people with transitions, and keeping in touch when young people had moved on. There was a strong emphasis on children's rights, dignity and worth. It was pleasing to see that there was a draft continuing care policy in progress to support this practice.

The support young people received was multi-agency, co-ordinated and innovative, and reflected in key documents. Key documents were SMART (specific, measurable, achievable, relevant and timebound) and based on the SHANARRI (safe, healthy, achieving, nurtured, active, responsible, respected and included) wellbeing indicators from Getting it right for every child (GIRFEC). Care planning could be strengthened further by developing more robust admissions and matching processes.

Children and young people had access to the highest quality of physical and mental health supports, including support to access routine or specialised health appointments. There were strict medication procedures in place within the service. Young people enjoyed a well-balanced diet and any dietary requirements were catered for. Mental health and emotional wellbeing was a priority. We heard young people were able to explore their thoughts, feelings and emotions. This included having regular individual time with staff, using specialised resources. Staff had received specialist mental health training, and we were delighted to see that staff had developed safety kits for young people to keep them safe and healthy.

Young people were supported in all aspects of their care including supporting religious beliefs. Young people's individual interests were celebrated and they experienced exciting experiences including football, gym, walking, music festivals or fun days. Young people were also supported educationally. We heard about young people attending school, college, work placements and employment. One young person had been supported with job applications and interviews. The service was innovative, creating opportunities for young people including working alongside Bikeability and becoming a centre for the Prince's Trust and The Duke of Edinburgh's Awards. Young people were supported to have their aspirations met and reach their full potential.

There was a culture of reflective practice, learning and improving practice within the service which staff commented was modelled by the managers. The management quality assurance practices were of the highest standard and focused on improvement. It was pleasing to see that external management quality assurance was being developed. One staff member commented that the support they received from the management team was "exceptional." This was reflected in the service's development plan, and The Promise implementation plan, which included work around use of language, relational writing and maintaining relationships with young people.

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

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|---------------------------------------------------------------------------------|---------------|
| How well do we support children and young people's rights and wellbeing? | 6 - Excellent |
| 7.1 Children and young people are safe, feel loved and get the most out of life | 6 - Excellent |

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