

Dumgoyach Care Home Service

Dumgoyach House
Duntreath Estate
Blanefield
Glasgow
G63 9AJ

Telephone: 01360 770 115

Type of inspection:
Unannounced

Completed on:
10 July 2024

Service provided by:
Common Thread Ltd

Service provider number:
SP2005007437

Service no:
CS2013317441

About the service

Dumgoyach is operated by Common Thread Ltd. It is a care home service for children and young people and is registered to provide care and support to a maximum of three young people. The service is accommodated in a large, detached house in a rural area in Blanefield. The house is surrounded by a large garden and open countryside.

About the inspection

This was an unannounced inspection which took place on 4 July 2024, 09:00-18:00 and 5 July 2024, 09:00-18:00. 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 and one of their family
- spoke with four staff and two management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Young people were safe
- Young people regularly saw the people who were important to them
- Young people experienced nurturing care
- The staff team was very new and lacked experience
- Young people's movements were restricted at night, this had not been assessed or reviewed.
- Care plans and risk assessments were not Specific, Measurable, Achievable, Realistic, Timely, (SMART) and lacked analysis.

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?	3 - Adequate
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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?

3 - Adequate

We made an evaluation of adequate for this key question. We found areas of strength however these were compromised by some weaknesses. The strengths have a positive impact on achieving positive experiences and outcomes for young people, however key areas of performance need to improve.

Quality Indicator: 7.1 Children and young people are safe, feel loved and get the most out of life.

Young people in the service said they felt safe. Staff listened to them and were responsive to their needs ensuring young people felt valued. Young people had access to advocacy services safeguarding their rights. The service implemented child protection and child exploitation procedures.

A new inexperienced staff team would need time to develop into confident, knowledgeable practitioners. Gaps in staff knowledge and uncertainty around child protection procedures and trauma were evident and the application of training into practice was in its infancy. The impact of trauma and how to respond to incidents in a trauma informed way was an area for development. We saw inconsistencies in recordings, and the use of language and responses that were not trauma informed. The organisation recognised that continuous training needed to be a priority. (See Area for Improvement 1)

The service was able to offer a level of therapeutic care. We found that this was reflected in warm interactions and relationship building that helped develop trusting relationships. Young people were able to talk to the staff about their historical experiences. The care team was stable at the time of inspection.

Staff were trained in Safe Crisis Management (SCM). No restraint had been used for any of the young people living there and there was a culture of restraint reduction. There were restrictions on young people's liberty. The living room and kitchen were locked at night restricting the movement of the young people. This had not been risk assessed and the reason for these restrictions was unclear. The service should ensure that all young people have current, clear, personalised risk assessments informed by good practice guidance. (See Area for Improvement 2).

The team had prioritised developing nurturing relationships with the young people promoting trust and a sense of inclusion. There were numerous activities available to the young people and they were encouraged to lead active, healthy lifestyles. The young people received high levels of respect from their carers.

The quality of the environment in some areas required improvement, carpets in a number of rooms needed to be replaced and some areas in urgent need of painting with heavily stained walls. Main living areas were impersonal and lacked pictures or photos. Young people had decorated their rooms to their taste, however the quality of this was varied. (See Area for Improvement 3).

Children and young people were engaged in their care and support. They took part in decisions affecting them. Carers nurtured young people's sense of wellbeing and worth. Young people's mental and physical health was a priority, the team was proactive in pursuing support where needed. Family connections were prioritised ensuring that the young people spent time with the people that were important to them. This supported young people's sense of belonging and identity. This was an area of strength.

Young people's interests and life skills were a focus for the staff team. All young people were in education.

The young people's education packages were tailored to their individual learning needs and interests. Care plans and risk assessments were up-to-date and current with the young people's contribution evident. We found inconsistencies in how plans were recorded and not all plans were SMART. Risk Assessments were inconsistent and gave conflicting information, which undermined the safety of the young people. Plans lacked analysis making them less effective in addressing need and risk. Leadership recognised this was an area for continuing development and were addressing these issues through ongoing quality improvement, staff training and supervision. (See Area for Improvement 4).

Quality Indicator: 7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights.

We made an evaluation of good for this key question.

The leadership were looking to create a supportive and empowering culture. There had been a lack of stability in the leadership team with a number of changes being made within recent months. The manager was highly motivated and had a vision for where they wanted the service to be. External managers were clear about their roles and responsibilities. They played a key role in monitoring the quality of children and young people's experiences, safeguarding, and improving outcomes. Transitions were well planned and managed well, taking account of the needs and rights of others.

Recruitment and staff retention was a challenge, there had been very high staff turnover in recent months. An entirely new staff team was in place. New staff had all received their basic training but had yet to develop their knowledge and demonstrate themselves to be confident practitioners applying theory to practice. The staff could meet the needs of the young people, however, would require consistent support and time to develop into a skilled, confident, knowledgeable team. Management was proactive in developing staff skills and knowledge.

Staff felt valued in their role, they were supported by the manager and had regular supervision. There were regular team meetings which were used to discuss practice issues and training needs.

Staff were safely recruited and were SSSC registered. Staff values played an important part in their recruitment.

There was a clarity of vision of what the service wanted to achieve. There were quality assurance systems in place these had highlighted issues noted during inspection showing a good level of awareness from management about areas of development.

Management was committed to driving forward change to ensure that the service provided best outcomes for the young people in line with the ethos of Scotland's 'The Promise.'

Areas for improvement

1. To support children's wellbeing, learning and development, the provider should ensure carers consistently apply their training to practice.

This should include, but is not limited to, ongoing training in Trauma Informed Practice, ensuring that behaviours are understood and responded to, from a trauma informed perspective.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I have confidence in people because they are trained, competent and skilled' (HSCS 3.14).

2. To support young people's wellbeing and promote dignity and respect the provider should review their restrictive practice procedures.

This should include but is not limited to the practice of locking doors within the house.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that. 'If my independence, control and choice are restricted, this complies with relevant legislation and any restrictions are justified, kept to a minimum and carried out sensitively' (HSCS 1.3) and 'I am as involved as I can be in agreeing and reviewing any restrictions to my independence, control and choice.' (HSCS 2.6)

3. To support young people to experience a high-quality environment which is nurturing and well maintained. The provider should ensure that the décor within the house is of a consistently high standard.

This should include but not be limited to improvement of the decoration and furnishing of the premises to ensure it is welcoming, nurturing and reflects the needs of young people using the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment' (HSCS 5.24)

4. The service should ensure that all care plans and risk assessments are accurate, analytical, and SMART.

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

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?	3 - Adequate
7.1 Children and young people are safe, feel loved and get the most out of life	3 - Adequate
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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