

Dalness Residential Children's Unit Care Home Service

18 Dalness Close
Glasgow
G32 7RH

Telephone: 01412 763 918

Type of inspection:
Unannounced

Completed on:
1 August 2024

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Service no:
CS2003001055

About the service

Dalness Residential Children's Unit is a purpose-built residential care home for children and young people who are looked after and accommodated by Glasgow City Council. The service is located in the Tollcross area of the city and has good transport links to the local and wider community. The service is registered to accommodate a maximum of eight children and young people. The house is spacious, with a range of communal and private space, which is bright and well furnished. At the time of our inspection, six young people were living in Dalness.

About the inspection

This was an unannounced inspection which took place on 24 July 2024, 25 July 2024, 29 July 2024 and 31 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 four people using the service and their family
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

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 benefitted from knowledgeable and skilled staff. We found the majority of staff were skilled at engaging with young people and were trauma responsive.
- Relationships are a key strength of Dalness. Carers spent lots of time with the young people and we observed a very calm and home like atmosphere.
- Young people had a direct say in their care and support. 'My meetings' were a forum for them to participate in social work led decisions.
- The service managers were using contemporary theory to lead the staff.
- We heard that staff championed the views of young people.

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

We found significant strengths in aspects of the care provided and how these supported positive outcomes for young people, therefore we evaluated this key question as very good.

We found the young people at Dalness were being kept safe. Some of the young people had placed themselves at significant risk of harm but this was being closely monitored and managed. The service had led multi agency discussions that led to young people being closely supported alongside them by emergency services. One social worker told us: "This service strives to keep my young person safe and works well with the police. I am highly impressed with Dalness who go above and beyond for my young person". This approach meant that young people had a network of supports and that risk was monitored both in the house and outside of it.

Young people benefitted from knowledgeable and skilled carers. We found the majority of carers were skilled at engaging with young people and were trauma responsive. We observed interactions that were kind, compassionate and caring. When the service found that young people needed a different approach, we found most of the carers were reflexive and worked well alongside each other. To ensure the care team are working in the same way we considered that work should be undertaken around reflective practice as part of supervision to build additional team and individual self-awareness.

The young people had access to advocacy, and we met the Children's Rights Officer for the house during our inspection. We heard that carers championed the views of young people. Carers also spoke up when they felt decisions about young people were not the right ones and whilst this didn't always lead to a different outcome, we were pleased to see the rights of young people being a focus for everyone at Dalness.

Young people were receiving stable and therapeutic care. A few young people had lived in the house for a long time. We found a very experienced and skilled care team who were challenging themselves to meet the needs of all of the young people. This involved refreshing their understanding of therapeutic theories and connecting with external agencies. The impact of this was that young people were supported by people who were creative in developing effective methods of support.

The service managers were using contemporary theory to lead the care team. Restraint was a last resort and almost never required. Instead, carers relied upon their relationships and skills to support young people. Carers had been impacted by incidents, but we looked closely at the support available to people and were pleased to see compassion and attuned care from managers to both young people and the care team.

Relationships were a key strength of Dalness. Carers spent lots of time with the young people and we observed a very calm and home like atmosphere. The majority of carers showcased compassion and empathy and young people told us that this had a positive impact upon them. When young people didn't experience this, they told us that they didn't like it and we fed this back to managers. There was lots of fun and we observed carers and young people enjoying planning activities and taking part in them. It meant that in Dalness young people got lots of care and attention and this has a directly positive impact on them.

Young people had a clear say in their care and support. 'My meetings' were a forum for them to participate in social work led decisions. In the house young people decided what they wanted to do and carers took this forward. If young people were not happy, they could voice their opinions, and this would be listened to and actioned. We observed carers telling young people how much they mattered to them and claiming them.

This extended to young people who had left and would return receiving nurture and care despite no longer living in Dalness.

Children and young people's health was a priority. The young people were encouraged to be physically active to eat a balanced diet. All of the young people had an assessment of their mental health needs and the carers then passionately advocated for the right support to be accessed. Whilst awaiting support the service was proactive in adapting their care and support to meet young people's health needs in the full knowledge that they had the ability to support recovery.

We found Dalness had the feel of a family home. People were welcomed from the community and the young people told us that they happily brought their friends to visit. Carers knew the importance of family for the young people and worked alongside those important people to help repair relationships and facilitate family time. The impact of this was that young people told us their relationships with family members were improving and some young people had returned home because of the input of carers.

We visited this house during the summer holidays. Those young people who were in full time education were kept busy during this time. Others were getting ready for work or college. Achievement was a priority for the house and carers were creative in finding the right opportunity and then working alongside education colleagues. One teacher told us: "I have always found the carers at Dalness very welcoming. When discussing education, they recognise the needs of the young people and work closely with education colleagues to ensure education services are providing the most appropriate services".

Mealtimes allowed people to come together. We saw young people getting a range of tasty well-balanced meals. The kitchen had recently been renovated and the access to the garden from the kitchen meant that this was a busy social space where people spent time together and had fun.

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

To ensure that children and young people are cared for within an appropriate service, an effective procedure for matching young people's care needs should be clearly implemented with consideration to the dynamics of individual care homes and skill mix of staff.

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

'My care and support meets my needs and is right for me' (HSCS 1.19).

This area for improvement was made on 19 October 2022.

Action taken since then

The service had a robust analysis of young people's needs. When we visited the service only six young people were living there such was the understanding of young people's needs. The service managers have committed to maintaining this number with a reduction from eight young people to six young people.

This area for improvement is met.

Previous area for improvement 2

Young people will be supported by staff that are well trained and equipped to offer support and protection that helps young people recover.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 19 October 2022.

Action taken since then

Significant training had taken place with carers to upskill them. The senior team had taken it upon themselves to bring contemporary theory to the team and the majority of carers were utilising this knowledge.

This area for improvement is met.

Previous area for improvement 3

Behaviour support processes should effectively and accurately identify all risks for all young people and clearly identify how strategies required to combat risk should be implemented.

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

'My care and support meets my needs and is right for me' (HSCS 1.19); and

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This area for improvement was made on 19 October 2022.

Action taken since then

We reviewed the risk assessments for young people and found that these robustly reviewed the needs of young people. Wider than this the service was very good at connecting with external agencies to build packages of support aimed at protecting young people.

This area for improvement is met.

Previous area for improvement 4

Young people will benefit from improvement and developments that are identified alongside them and managers being clear about how progress is being measured.

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

'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership' (HSCS 4.7).

This area for improvement was made on 19 October 2022.

Action taken since then

Young people told us that they were consulted on the changes that took place in Dalness. We found them very involved in the planning of their care and wider service development. The service improvement plan had improved considerably and was a much more outcome focused process.

This area for improvement is 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 iartras.

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.