

# East Park Community Residences Group 2 Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
2 July 2024

**Service provided by:**  
East Park School

**Service provider number:**  
SP2003002355

**Service no:**  
CS2023000257

## About the service

East Park Community Residences Group 2, is part of a grant-aided residential special school based in the Maryhill area of Glasgow

The service is registered to provide care for a maximum of 10 children and young people with additional complex support needs. The service is provided over three houses; Arran, Barra and Harris. At the time of inspection there were 10 young people residing in the service.

The three houses provide comfortable living spaces for the young people. All young people have individual bedrooms. There are communal areas including living rooms, sensory rooms and dining rooms. The houses are suitable to meet the needs of the young people. All young people have access to a safe garden with fun sensory equipment.

## About the inspection

This was an unannounced inspection that took place on 24, 25 and 27 June 2024. The inspection was carried out by one inspector, accompanied by a young inspection volunteer. To prepare for this 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. To inform our evaluation we:

- Observed practice and daily life of 9 young people, briefly speaking and interacting with eight of them.
- Spoke with four family members.
- Spoke with 20 staff including managers.
- Spoke with three external professionals.
- Reviewed documents.

**Key messages**

Young people were kept safe by carers who were confident and knew them exceptionally well.

Young people received a high standard of therapeutic, consistent care from staff who loved them.

The service worked hard and was committed to reducing restraint.

Young people were respected and their rights promoted.

Young people were being supported to take risks that would enhance their life experiences.

Leaders created an empowering learning culture where staff felt safe and happy in their work.

The service should increase oversight of medication and ensure all staff receive regular one to one support from managers to further enhance practice.

Service development was driven by relevant up to date policies and 'The Promise' was very much part of everyday life in the service.

**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 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. There were some aspects of the service provision that were excellent where performance was sector leading with outstandingly high outcomes for young people.

Young people were kept safe by carers who were confident and knew them exceptionally well. A parent told us "they are absolutely on point when it comes to safety." Personal plans and risk assessments developed using shared knowledge from families and other agencies supported the staff teams' ability to keep young people safe. Observations indicated that young people trusted their carers and felt safe in their environment.

All staff were confident in child protection practice. We were impressed with the detailed child and adult protection policies that had been informed by the most up to date national guidance.

The therapeutic, consistent and stable care provided was of a particularly high standard and complimented the service's innovative commitment to reducing restrictive practice. Learning from the service's participation in the Scottish Physical Restraint Action Group (SPRAG) had informed and enhanced practice. The service had participated in an appreciative inquiry conducted by Strathclyde University. This focussed on reflective analysis of practice when restraint had been successfully avoided. This robust consideration of practice involving external academics demonstrated the commitment of the service to reduce restraint. A family member was impressed with the staff teams' understanding of autism and their use of therapeutic strategies to significantly reduce the use of restraint with their child.

Young people were genuinely loved by their carers and exceptionally warm, trusting and nurturing relationships were evident. As well as ensuring staff had in depth knowledge of each young person, there was excellent knowledge and understanding of how to support the young people. We heard that social stories were constructed to support young people's understanding of very sensitive issues. This work strongly promoted young people's rights and demonstrated the staff teams ability to undertake emotive and difficult work when it was in the best interests of the young people.

Young people were well respected and individuality was understood and promoted. Young people were involved in their care as much as possible, their views were considered and many different communication methods were used to ensure choice. One external professional stated "they always strive to make sure he is included."

Young people's physical and mental health was prioritised and strong partnership working supported the health needs of all young people. The relationship the service had with the local Child and Adolescent Mental Health Service was extremely positive in encouraging reflective practice, understanding need and achieving positive outcomes.

The service actively championed meaningful connections between young people and their family, friends and community. We heard from all family members that the support from staff allowed them to develop and sustain positive relationships with their children. One family member described how the respect, understanding and skill base of the staff team had resulted in them having a significant increase in the quality and amount of time spent with their child.

Young people's individual ambitions, interests and life-skills including education were prioritised and consistently supported and developed. One young person had a dress made from their own design giving them a true sense of achievement and worth. We were impressed with the service's innovative move towards risk enablement. Young people were being encouraged to try adventurous and exciting new activities that would have previously been restricted due to perceived risk. Family members and external professionals were particularly impressed with how the service had broadened all young people's horizons and had exceeded their expectations of the young people's abilities and outcomes.

The organisation was committed and worked very well with local authorities to support young people to stay in the service after leaving school, if assessed to be in their best interest. Their roles and responsibilities were clearly recognised within their policy. This supported young people's sense of belonging.

Leaders within the service were empowering and created a positive culture of safe, loving care promoting positive outcomes. A true learning culture had been created and all staff's views and opinions were listened to. Where there had been some difficulties in staff teams, all staff were confident in raising issues with leaders. We were assured by leaders that any issues raised would be addressed and staff supported throughout. The leadership approach created a safe and happy working environment.

External managers were clear about their roles and responsibilities. They provided specific training depending on identified needs of the young people. This had supported reflection on practice, individually tailored support and an increase in staff confidence. We saw effective audits highlighting the need for improvement where necessary and this played a role in monitoring the quality of young people's experiences and improving outcomes. The service required to improve oversight of medication to identify errors in recoding at the earliest opportunity. We discussed this with managers and were confident that they would support staff development in this area (see area for improvement 1).

The organisation's admission and matching policy was thorough. Decisions for a young person to move into the service were clearly noted with careful consideration and balancing of the needs and rights of all young people in the service. Transitions for young people moving into and out of the service were supported and had been managed very well, minimising trauma and supporting positive outcomes.

Young people received care from stable staff teams where there was a good mix of experience and skills. This allowed young people to enjoy enduring and trusting relationships. All staff felt supported and equipped to meet the needs of the young people. Most staff spoke highly of the support provided and the quality of training. This enabled them to confidently meet the needs of young people and care for them in a therapeutic trauma-informed way. We were confident that staff received a high level of support however to further enhance staff development the service should provide more regular formal one to one time for all staff with their manager (see area for improvement 2).

There was continuous and robust evaluation of young people's outcomes. We heard how an internal critical review of standard practice had taken place leading to a shift in mindset about understanding need and risk. We were impressed with the service's innovative plans to move towards considering risk enablement for the young people. This was a courageous step where staff were being supported to encourage a higher level of risk to ensure young people were getting the most out of life. This practice was in the early stages, most staff viewed this positively and we look forward to seeing the impact of this innovative practice on the lives and outcomes of the young people.

There was a real culture of learning and improvement within the service. Leaders kept up to date with relevant legislation and policy changes which supported improvement. The work with Strathclyde University and the services commitment to reduce restraint was an example of this. The Promise was very much part of everyday life and the findings of the National Care Review had been an influencing factor in the development of the service.

## Areas for improvement

1. To ensure that young people consistently receive the best possible care and support the provider should ensure effective management oversight and analysis of medication records and ensure all staff have adequate training in the administration of medication.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS 4:19)

2. To ensure young people always receive consistent care from staff who have regular opportunities for individual reflection, guidance and development, the provider should ensure that all staff receive regular one to one support from their manager.

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, are able to reflect on their practice and follow their professional and organisational codes (HSCS 3:14)

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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	6 - Excellent
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	5 - Very Good

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