

Care Visions - Westfield Farm House Care Home Service

Inverkeilor
Montrose
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Type of inspection:
Unannounced

Completed on:
28 June 2024

Service provided by:
Care Visions Group Limited

Service provider number:
SP2003002569

Service no:
CS2013321889

About the service

Care Visions - Westfield Farm House is a care home service for up to two children and young people between the ages of five and 18 when they arrive. The premises consist of a two-storey farmhouse with a garden to the front and rear. It has two bedrooms, a shower room and bathroom. Young people also have a dining kitchen, living room and an activity/computer room. Westfield is in a rural setting about five miles from Arbroath in Angus, where there are shops, community facilities and public transport links.

About the inspection

This was an unannounced inspection which took place on 19, 20 and 21 June 2024, between 09:40 and 17:00, 09:20 and 13:45 and 11:30 and 18:50 respectively. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection, we reviewed information about the 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:

- reviewed responses to surveys from one young person, one family member, two staff and four external professionals
- spoke with one young person using the service and one family member
- spoke with six staff and managers
- observed practice and daily life
- reviewed documents
- spoke with one visiting professional.

During the inspection year 2024-2025 we are inspecting against a focus area which looks at how regulated services use legislation and guidance to promote children and young people's right to continuing care, and how they are being helped to understand what their right to continuing care means for them. Any requirements or areas for improvement will be highlighted in this report.

Key messages

- Staff implemented a risk management approach to minimising harm to young people and worked collaboratively with other agencies.
- Young people experienced nurturing responses to distressed behaviour from staff.
- Positive relationships with young people were a cornerstone of the service and had had positive outcomes. A stable staff team contributed to continuity of care.
- The service demonstrated a strong commitment to promoting young people's right to continuing care so they could benefit from remaining at Westfield in the longer-term.

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 evaluated this key question as **very good**. This means there were major strengths in supporting positive outcomes for children and young people. There were very few areas for improvement and those that did exist had minimal adverse impact.

For some young people, positive changes had contributed to reducing levels of risk. Staff remained alert to the continuing potential for harm and whilst legal restrictions sometimes limited their ability to intervene, they took protective action wherever possible. They also worked effectively with other agencies to maximise safeguards.

The staff team responded sensitively when distressed behaviours occurred. In providing emotional containment without resorting to the use of physical restraint, they greatly reduced the likelihood of compromising young people's dignity and physical wellbeing.

An ethos of positive and meaningful relationships with young people was evident. This was strengthened by a stable and motivated staff team providing essential continuity of care. One external professional told us that this had resulted in significant positive changes in young people's demeanour and wellbeing. Young people told us about aspects of their care and support they were less happy about and we acknowledge these views. We concluded however, that in a challenging and complex set of circumstances, the team had persevered in finding approaches that balanced respect for rights with their duty of care and a genuine concern for young people's wellbeing. Regular oversight by leaders supported reflective practice by staff, with the aim of developing a compassionate and authoritative approach. An ongoing programme of staff learning and development further demonstrated the provider's commitment to a fully trauma-informed approach.

Continuous improvements to the house created a pleasant and homely environment in line with the service's ethos and vision. Young people exercised a high level of choice. Staff were responsive to suggestions to ensure their experience of living at Westfield reflected their preferences and promoted a sense of belonging. Independent advocacy was available but staff also championed young people's voices and rights.

Safe management of medication formed part of the support for young people to achieve positive health outcomes. Where possible and with the support of staff, young people benefitted from connections with family members to promote a sense of worth and identity.

Some young people took part in regular activities for enjoyment and exercise, and spent time with friends. A particularly enjoyable and much appreciated family holiday had been very well supported by staff for example. Ensuring full access to learning for all young people had been problematic, but managers had robustly championed their rights and worked collaboratively with other agencies to find solutions. Staff were also exploring the availability of suitable employment and life skills opportunities to meet individual needs.

The service demonstrated a clear commitment to promoting young people's rights to continuing care. This supported them to 'stay put' so they could continue to benefit from enduring relationships and increase the likelihood of a successful transition to the next stage of their lives as young adults. The provider was in the process of reviewing its policy to fully reflect the service's good practice in this area, and there was scope for strengthening other relevant policies and procedures. **(See area for improvement 1)**

Systems for assessment and care planning supported positive outcomes for young people. We offered some suggestions for next steps, including broadening assessment summaries in all wellbeing areas and ensuring that support for managing young people's finances is included in plans.

Areas for improvement

1. To ensure that its commitment to providing continuing care is clearly stated and implemented, the provider should review relevant policies and procedures to reflect good practice, including admissions guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'My human rights are protected and promoted and I experience no discrimination' (HSCS 1.2).

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 safeguard young people's rights, the provider should ensure that restrictions on their liberty are supported by multi-agency assessment and decision-making processes that reference the legal basis for such restrictions and relevant good practice, explicitly consider young people's views and are clearly recorded.

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

This area for improvement was made on 15 November 2022.

Action taken since then

Managers and staff were working collaboratively with other agencies to keep young people safe and records of multi-agency meetings detailed key decisions made.

Any additional restrictions affecting young people's daily lives in the service should however be clearly recorded, along with the legal basis and rationale for these decisions, along with young people's views.

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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