

ACAD Long Term Care Home Service Care Home Service

Cushathill Cottage
Eaglesfield
DG11 3JT

Telephone: 01387 760 260

Type of inspection:
Unannounced

Completed on:
6 August 2024

Service provided by:
Applied Care & Development Limited

Service provider number:
SP2003003432

Service no:
CS2005101942

About the service

ACAD (Applied Care and Development) Long Term Care Home service is based in Cushathill Cottage and is a residential service for up to four young people.

The service is located in a rural location in Dumfries and Galloway between Gretna and Lockerbie. Given it's location young people are supported to visit local towns and villages by service transport.

The service is on one level and set in it's own grounds. A manager's office is located to the back of the service in a building external to the service house. There is a discreet staff room in the main building.

The house rooms are well maintained, decorated in a contemporary style and are homely.

About the inspection

This was an unannounced inspection which took place on 31st July 2024 at 13:40. 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 two young people using the service and two of their family
- Spoke with three staff and one manager
- Observed practice and daily life
- Reviewed documents
- Spoke with social workers

Key messages

- Staff were working at developing good strong trusting relationships with young people.
- The service staff were maintaining young people's well being despite some significant challenges.
- Risk assessments and informed care plans identified the strategies and areas of particular support for the young people.
- All young people were achieving in work or education settings
- The manager and external manager were working hard to maintain and develop a skilled team despite significant challenges.
- The service advocated for young people's rights and aimed to work collaboratively with local authorities and stakeholders.
- Young people's health and wellbeing was promoted and supported with particular efforts aimed to achieve specific outcomes.

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 the service to be operating at a very good level for Key question 7: How well do we support children and young people's rights and wellbeing? This was because we found major strengths in supporting positive outcomes for people whilst finding very few areas for improvement. Those that did exist, we considered would have minimal adverse impact on people's experiences and outcomes.

Staff had developed positive and supportive relationships with the young people. Most young people were confident their best interests were a priority for staff and that they felt safe in their care. Those who said they did not feel safe had specific reasons which the manager and staff were aware of. These concerns had been responded to positively and decisively. There were clear protocols designed to ensure any risks were minimised and these had worked successfully. Young people's parents confirmed they felt their children were provided a very good level of care. Their social workers also commented positively about the response from the service manager. All young people identified staff whom they could trust and confide in. Having these positive relationships assured young people that they had a safe and stable base from which they could aim to achieve their goals and aspirations.

The staff group had gained a good understanding of the young people's needs. Through their previous experience, skills and knowledge they were providing nurturing, responsive care to promote young people's emotional and physical development. Attending and completing further training ensured they maintained their knowledge in supporting young people's needs and furthered their professional development.

Staff were clear that restraint should only ever be used as a last resort and were confident in their use of de-escalation skills through their relationships with the young people to manage situations positively. Through these consistent approaches by staff the young people continued to enjoy a stable, settled environment, with minimal need for physical restraint.

We observed the young people interacting with the staff and noted confident, relaxed exchanges, including the staff's use of humour in addition to appropriate and sensitive boundary setting.

Staff developed these positive relationships whilst engaging young people in activities they had an interest in. Young people enjoyed participating in community events and facilities and engaged in groups of interest to them within the general area. Young people had also participated in festivals and meetings further afield and had gathered positive memories of these activities.

Meeting with friends, relatives and others of importance to the young people was facilitated. Staff also promoted young people's individual interests that nurtured their sense of self-worth and identity through accessing activities. Examples were, participating in bowling, swimming, biking, attending the gym, and in plans to explore holiday options. As well as being stimulating experiences these activities promoted positive physical health and helped develop young people's self-esteem.

Independent advocacy arrangements were in place for young people to access at times of their choosing. Whilst independent advocacy was available to young people, they felt confident in raising any issues they had themselves and therefore declined the support. The manager agreed with us that independent advocacy should be continually promoted.

Young people's legal and human rights were respected. Their engagement with their care planning was encouraged, ensuring their voice was being heard. Staff also advocated strongly for young people. Examples of staff championing young people's rights were about managing risk and maintaining communication with others who are important to them, and also with regard to education and employment opportunities. These supports aimed to assure the young people's sense of wellbeing, worth and identity was protected and nurtured.

We discussed the manager's staffing level assessments with the management team. Although the service had sufficient staff with appropriate knowledge and skills to provide very good levels of care for the young people there had been some staff turnover. This was under review of the management and plans to address considered. This issue had not been impacting on the care of young people. A written staffing level and skill assessment was available. We suggested some additions that could be made to the assessment and the management are to consider these.

The service demonstrated a commitment to young people's continuing care with some young people having opted to stay in the service. This had enabled them to continue with college studies, gain employment, continue friendships and learn new skills such as learning to drive.

Very good outcomes were clearly being achieved by these young people. In discussion with the manager and external manager we suggested that admission documents and the continuing care policy could be improved upon. The external manager accepted this suggestion and changes were made to make clear to those placing young people in the service the expectation that continuing care arrangements would be promoted when appropriate.

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 iarrtas.

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.