

Forrest Street Residential Children's House Care Home Service

30 Forrest Street
Airdrie
Airdrie
ML6 7AG

Telephone: 01236 856 161

Type of inspection:
Unannounced

Completed on:
8 August 2024

Service provided by:
North Lanarkshire Council

Service provider number:
SP2003000237

Service no:
CS2008189964

About the service

Forrest Street Residential Children's House is a care home service provided by North Lanarkshire Council. The service is registered to provide a care home service to a maximum of six young people. At the time of the inspection, the conditions of registration had been varied to allow for seven young people to reside at the service.

The house is situated in a residential area of Airdrie in a single storey building with six single bedrooms, all with en suite facilities. The building is a modern, open plan design with extensive living space including sitting areas, study area, quiet room and dining area. Outdoor space offers a private enclosed garden, with decking area and sports pitch.

About the inspection

This was an unannounced inspection which took place on 15 and 17 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 five young people
- spoke with six members of staff and management
- observed practice and daily life
- reviewed documents
- spoke with and gathered feedback from 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 rights to continuing care, and how children and young people are being helped to understand what their rights to continuing care means for them. Any areas for improvement will be highlighted in this report.

Key messages

- Risk was reduced for most young people.
- Leaders worked effectively with partners.
- Personal plans could better document young people's progress.
- The quality of assessment for young people arriving at Forrest Street Residential Children's House should provide more information.
- Plans were in place to refurbish and renovate young people's bathrooms.
- Forrest Street Residential Children's House was ambitious for young people.
- Improvement planning could be more streamlined.

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?	4 - 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?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for young people and clearly outweighed areas for improvement.

The young people living at Forrest Street Residential Children's House were nurtured and cared for by an experienced and compassionate staff group. They supported young people's physical and emotional safety through warm and supportive relationships and enabling risk management. Where risk, often due to external and contextual factors, impacted outcomes for young people, managers and staff worked hard alongside partners to gain a detailed understanding of the wider elements of risk and respond through agreed risk assessed practices. These strategies reduced risk for most young people.

Strong and supportive leadership was a key feature in progressing young people's care. Partners told us that they valued the relationships they had with the service and that staff provided excellent person-centred support to young people in their care, using a trauma informed approach. This view was also expressed by young people who told us that staff were kind and helpful when they needed support. They said that staff took time to understand their needs and wishes. We saw clear examples of the commitment to building young people's resilience and self awareness. Young people were achieving good outcomes, but personal planning could be more supportive of this. Whilst plans highlighted the approach to supporting SMART outcomes, there was limited recording of those outcomes. Although the area for improvement at the last inspection asked that personal plans be in place, further work was needed to develop plans which adequately demonstrated progress toward good outcomes. This work will form an area for improvement (Area for Improvement 1).

A key factor influencing young people's experiences, was the arrival of other young people, often on an emergency basis and for whom, Forrest Street Residential Children's House may provide care for a short period of time. Whilst we acknowledged the significant pressures on the local authority, to fulfil their duties to care for young people in their area and their ongoing commitment to exploring alternative options, decisions did at times impact upon existing young people, to feel as supported as they would have liked. This view was shared by young people, staff and partners, through surveys and discussions. It was reported at the last inspection, that the implementation of the admissions and matching procedures should take account of the needs of those already living at Forrest Street Residential Children's House. We were encouraged to see evidence of the procedures being used, but we advised of the need to ensure that any assessment takes full account of the impact on young people already living in the house. Decisions should involve members of the management team at Forrest Street. This will form an area for improvement (Area for Improvement 2).

Respect for young people was mirrored in the quality of the living environment, which was in many ways exceptional. Where refurbishment and renovation was necessary, the provider had identified a programme of works to address improvements. We were satisfied that plans would improve the quality of young people's daily lives.

Respect was also embedded in young people's right to advocacy and equally, the right to decline support, should they choose. For example, many young people who felt empowered to make choices about spending time with their families, made it clear that this was what was important to them. Personal planning took account of their wishes and enabled this to happen.

There was a strong focus on young people's health and wellbeing. The active involvement of partners and robust review of young people's needs and wishes, enabled adaptable supports, to promote improved outcomes. By being knowledgeable about young people's needs and strengths, staff were alert to ways in which young people could achieve better outcomes. For example, they encouraged young people to develop skills, competence and confidence, through involvement in active sports and the arts.

The service was ambitious for young people. By creating a positive culture around daily routines, young people regularly attended school and college. Playing an active role in youth groups and by committing to youth achievement awards, young people built leadership skills which enhanced their confidence. Being ambitious for young people also included encouraging young people's talents and interests and young people's achievements were celebrated. Planned holidays offered young people new experiences, and introduced them to other cultures, creating positive memories. Where young people's plan was to return to the care of their family, they were supported to enjoy a family holiday, to consolidate on family relationships and improve outcomes for those young people.

Where young people had reached the age for continuing care, we found that welfare assessments had informed plans going forward. One young person told us that they wished to stay at Forrest Street Residential Children's House for as long as they could, as they felt this was their home and it was where they felt safe. It was clear that enduring relationships formed critical supports for young people and positive decision making aimed to be supportive and enabling in ensuring capacity and resources were in place to meet young people's needs.

The most challenging aspect of resource, related to staffing. Staff and young people told us that they felt that there was generally enough staff to support all young people currently living at Forrest Street Residential Children's House. However, staff said they were acutely aware of the dynamic nature of meeting young people's needs, including other young people who may come to stay. We were encouraged to see that quality assurance records demonstrated that adequate staffing levels, allowed for specific focussed work with individual young people and that this was achieved regularly. Levels of experienced and qualified staff further enhancing the care for young people and enabling effective team working.

It was encouraging to find detailed quality assurance processes helping to inform practices and to see the evidence of self evaluation processes beginning to measure the quality of care and support for young people. A more streamlined approach to improvement planning, would better evidence the work of this team and make the process more meaningful to young people. This will form an area for improvement (Area for Improvement 3).

Areas for improvement

1. To ensure that young people can assess their achievements, the provider should ensure that personal plans adequately document young people's progress toward good outcomes.

This is to ensure that care and support is consistent with 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).

2. To ensure the safety and wellbeing of all young people living at Forrest Street Residential Children's House, the provider should ensure that in each instance, admissions and matching assessments include assessment of the needs of young people already living in the house. The management team at Forrest Street Residential Children's House should inform decisions.

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

'If I experience care and support in a group, the overall size and composition of that group is right for me' (HSCS 1.8).

3. To ensure that young people help to inform improvement planning and continue to contribute to evaluations of progress toward identified outcomes, the provider should create a more streamlined approach to this process.

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

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

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 all young people have their health, welfare and safety needs met, the service will have a personal plan for each young person living in the service.

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

This is to comply with Regulation 5 (1) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This area for improvement was made on 13 September 2023.

Action taken since then

All young people had personal plans which detailed how their needs and wishes were

This area for improvement is met.

Previous area for improvement 2

The service and provider should ensure that identified upgrades and renovations to bedrooms and bathroom areas are undertaken without further delay.

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 5.22).

This area for improvement was made on 13 September 2023.

Action taken since then

A programme of works had been agreed and this included refurbishment and renovation of young people's bathrooms.

This area for improvement is met.

Previous area for improvement 3

The service and provider should keep staffing levels under review to ensure the correct number of staff are always available to meet the needs of children and young people. This should include, but not be limited, to:

- a) ensure there is sufficient staff to meet the needs of the people using the service at all times
- b) ensure there is a balance of qualified and experienced staff able to support the young people.

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

'My needs are met by the right number of people' (HSCS 3.15) and 'People have time to support and care for me and to speak with me' (HSCS 3.16).

This area for improvement was made on 13 September 2023.

Action taken since then

There were sufficient staff to meet the needs of young people and the staff group was composed of skilled and experienced workers.

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?	4 - Good
7.1 Children and young people are safe, feel loved and get the most out of life	4 - Good
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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