

Ocean View Banff Ltd

Care Home Service

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Type of inspection:
Unannounced

Completed on:
9 August 2024

Service provided by:
Ocean View Banff Ltd

Service provider number:
SP2021000051

Service no:
CS2021000082

About the service

Ocean View Banff Ltd is a care home service for up to four children and young people aged between eight and 20. The service consists of a house in Banff and a flat about two miles away in Macduff. Both overlook Moray Firth on the north Aberdeenshire coast. The house is in a residential area about a mile from the town centre. It has en-suite accommodation for three young people, who also share an additional bathroom, living room, kitchen diner, second lounge and utility room. There is a garden to the front and rear. It is close to bus services, schools and a range of shops and other amenities. The flat is near to Macduff harbour and has accommodation for one young person, with a bedroom, bathroom, living room, dining kitchen and a shared rear garden. Macduff also has a range of amenities and services.

About the inspection

This was an unannounced inspection which took place on 30 and 31 July and 1 August 2024. We visited the service between 12:45 and 19:10, 09:10 and 17:10 and 09:05 and 13:20 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 three young people, seven staff and one family member
- spoke with four young people using the service and two family members
- spoke with eight staff and managers
- observed practice and daily life
- reviewed documents.

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 managed risk effectively and kept young people safe.
- Young people benefitted from stable, supportive and meaningful relationships with staff and experienced nurturing responses to distressed behaviour.
- The service promoted young people's right to continuing care. The provider should now strengthen relevant policies and procedures.
- Staff felt very well supported to deliver high quality care to young people.
- A well-planned and successful transition process had resulted in positive outcomes for a young person. The service should now consider how cross-border transition planning might be strengthened.
- Further development of quality assurance processes had continued to contribute to ongoing improvement of the service across a range of areas.

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**. This means the service demonstrated important strengths which, taken together, clearly outweighed areas for improvement. These strengths had a significant positive impact on young people's experiences and outcomes.

Staff managed risks effectively to prevent harm and kept young people as safe as possible. Young people received support to find helpful strategies for improving mood, and to reflect on aspects of behaviour which might have negative consequences. We made some suggestions for improvements to the service's child protection policy.

Young people had access to independent advocacy, which was available to support them to express their views and contribute to decisions being made about their lives. The manager in particular had also advocated for their rights, for example ensuring they had better quality information about plans for their future.

When young people showed distressed behaviours, staff used relationships in a supportive way. This avoided the need for restrictive practices such as physical restraint and reduced the likelihood of compromising young people's safety and dignity. Staff's respectful and nurturing responses reflected their developing understanding of the harmful impact of young people's experience of trauma.

Young people described positive and meaningful relationships with most staff and they clearly appreciated spending time with them doing the things they enjoyed. These helped develop trust and provided the foundation for young people to make progress. Reduced staff turnover this year had led to more stability and security of relationships. One family member described the service as 'outstanding' and 'exceptional', saying 'when you think of family, that's what it is'. Another felt Ocean View was the 'right place' for the young person to be. We observed good humour and affection from staff and found both houses had a generally harmonious atmosphere that was conducive to relaxation and reducing stress levels. Staff ensured that birthdays and other significant events were celebrated and were receptive to requests from young people. These events, including holidays and special outings, showed young people they were valued and will provide positive memories. The high-quality, comfortable and well maintained environment in both the house and flat added to the overall quality of care and reflected the service's ethos of respect.

Young people exercised a wide range of choices in their daily lives and had opportunities to influence how they experienced care. They mostly felt listened to and their preferences respected.

The support young people had from the staff contributed to their physical and mental health, including safe and effective management of medication, with the need for only minor adjustments. Staff made concerted efforts to promote health awareness and positive lifestyle changes aimed at lessening the impact of any health conditions, and had met with some success.

With staff support and where possible, young people stayed connected to their families. We had some particularly positive feedback about how welcome a family member had been made to feel by staff when visiting. These links promoted a sense of belonging and worth.

The service had actively tried to support young people's engagement in learning, skills development and employment for stimulation, social opportunities and preparation for adult life, though barriers to success remained. One young person in particular very much benefitted from predictable daily routines that kept him active and stimulated.

The service demonstrated a clear commitment to promoting young people's right to continuing care. This supported them to benefit from enduring relationships and increased the likelihood of a successful transition to the next stage of their lives as young adults. There was scope for strengthening expectations in relevant policies, procedures and records. **(See area for improvement 1)**. Systems for assessment and care planning supported positive outcomes for young people. We offered some suggestions for next steps, more particularly in relation to the quality of evaluation.

There was a very positive and mutually supportive ethos in the staff team, with greater stability in the staffing situation contributing to team cohesion. The manager, with the support of the external manager, was a positive role model and encouraged staff to develop a range of relevant skills and contribute to team learning.

We noted improved processes for assessing the capacity of the service for meeting the needs of young people for whom local authorities had requested care provision. There had been a particularly successful and well-planned transition into the service, which is a significant and potentially highly stressful experience for young people. Transition planning for those from non-Scottish authorities has recognised, inherent challenges and had been more problematic. Nevertheless, the manager had championed young people's rights in liaising with placing authorities. We suggested the provider consider whether they can identify any learning from recent experiences.

The ongoing assessment of staffing needs and arrangements had improved, though could be streamlined, and we concluded that staffing levels were meeting young people's needs. Staff described high quality support to deliver care, including relevant learning and development opportunities, regular, reflective supervision, and a very flexible approach to the work-life balance.

Quality assurance processes had continued to improve and were making a difference to standards and delivery of care to young people. This included a new system for incident analysis, learning from which was beginning to have an impact on staff practice. This could be supplemented by ongoing oversight by the manager of incidents as they occur to ensure any immediate learning can be implemented. The service's development plan demonstrated a commitment to continuous improvement and to implementing the Promise recommendations, made following the Scottish independent care review. Moving forward, the provider could now extend the scope of self-evaluation and benchmarking beyond the findings of external scrutiny and inspection, to maximise service quality and development.

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 aims and objectives, admissions guidance and placement agreements.

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 ensure young people have the service that is right for them, the provider must ensure their admission decisions are informed by a clearly evidenced and recorded assessment and matching process.

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 'I am in the right place to experience the care and support I need and want' (HSCS 1.20).

This area for improvement was made on 7 July 2023.

Action taken since then

The service's assessment and matching process had improved. There was better quality evidence of the factors that had been taken into account in considering whether the service was suitable for a young person. This more robust approach had had positive outcomes.

Previous area for improvement 2

To meet young people's needs, the provider should put in place an effective system for assessing, regularly reviewing and recording the staffing levels, skills and deployment that are required in the service throughout the day.

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).

This area for improvement was made on 7 July 2023.

Action taken since then

The manager had put a new system in place. It provided clearer evidence of the process used to set staffing levels and manage deployment. Links with plans for meeting young people's needs and managing risks could be more explicit.

Previous area for improvement 3

To maximise achievement of positive outcomes for young people, the provider should continue to improve care planning and in particular the quality of evaluation.

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 7 July 2023.

Action taken since then

We offered suggestions for improving the quality of evaluation, which should detail progress in achieving the desired goals and outcomes in the young person's plan.

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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