

Wallace Hall Care Home Service

Wallacehall
Auldgirth
Dumfries
DG2 0TG

Telephone: 01387 760 260

Type of inspection:
Unannounced

Completed on:
9 August 2024

Service provided by:
Applied Care & Development Limited

Service provider number:
SP2003003432

Service no:
CS2020382163

About the service

Wallace Hall is a residential care home registered to provide care for four young people in the main house and a further two young people in the annex to the house. At the time of the inspection there were six young people resident in the service.

The main house is a large detached five bedroom house situated in it's own gardens in a rural location. Four of the bedrooms are en-suite. The service also has a large dining kitchen and two sitting rooms. The annex sits in close proximity to the main house and is a well equipped self contained building with kitchen area lounge and bedrooms.

The service sits in it's own private grounds with large garden area.
Th service sits in a rural location which has limited public transport available from a neighbouring village.

Facilities are available in a larger neighbouring village and in the larger town of Dumfries.

About the inspection

This was an unannounced inspection which took place on 7th and 8th August 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 two people using the service and two of their family and representatives
- Spoke with five staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals by phone.

Key messages

- Staff were working at developing good, strong trusting relationships with young people.
- The service staff were maintaining young people's wellbeing 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.
- 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
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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 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 young 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 that their best interests were a priority for staff and that they felt safe in their care. Those young people who stated they did not like the service, and had disagreements with staff, had specific reasons, which the manager and staff were aware of. These concerns had been responded to positively and decisively. All young people we spoke with 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. Incident analysis procedures offered reflective opportunities for staff to explore improvements in how best to support young people. Through these approaches by staff the young people continued to experience consistent care by the staff group.

We observed the young people interacting with the staff and noted warm, nurturing, relaxed exchanges, including the staff's use of humour. Staff also provided appropriate guidance and gentle prompting toward decisions beneficial to young people's positive outcomes. Staff developed these positive relationships whilst engaging young people in activities they had an interest in.

Young people enjoyed the facilities in the service grounds, such as a swimming pool, football area, hammocks, barbecues and computer games. They also participated in local facilities and engaged with 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 or being arranged. Staff also promoted young people's individual interests that nurtured their sense of self-worth and identity through accessing activities. Examples were participating in football games, swimming, fishing, attending the gym and taking care of pet animals. Some young people had enjoyed the experience of a holiday abroad with staff. As well as being stimulating and in line with their individual interests, these activities offered new experiences, 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, and whilst this was available, they also 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 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 managers 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

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