

Barnardo's Caern - Pentland Way Care Home Service

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penicuik
EH26 8BD

Telephone: 01968 664 792

Type of inspection:
Unannounced

Completed on:
27 August 2024

Service provided by:
Barnardo's known as Barnardo's
Scotland

Service provider number:
SP2003003405

Service no:
CS2019374061

About the service

Barnardo's Caern - Pentland Way is a care home for children and young people with learning disabilities and/or autism.

The service is registered to provide a care service to a maximum of three children and young people. The service is located in Penicuik, Midlothian, and is close to local amenities and transport links. The property is on one floor and has a large secure garden. At the time of our inspection two young people were living in the house.

About the inspection

This was an unannounced inspection which took place on 20 August 2024 between 10:00 and 17:50. 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 registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluation we:

- spent time with two young people using the service
- spoke to one relative
- spoke to seven members of staff and management
- spoke to two visiting professionals
- received survey responses from six members of staff and two visiting professionals
- reviewed documentation
- observed practice and daily life.

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 right to continuing care and how children and young people 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

- Young people received nurturing and compassionate care from an experienced and stable group of staff.
- Relationships between young people and staff were based upon trust and fun.
- Young people's health was prioritised through responsive care and a collaborative approach to multi-agency working.
- Young people were engaged in activities that promoted their wellbeing.
- Family members were highly valued and recognised as key partners in planning care and support.
- Transitions into and out of the service were well planned.
- Young people's views and choices were respected, but the service should consider how to further promote young people's rights.

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 strengths clearly outweighed areas for improvement.

Young people were kept safe by an experienced and skilled team of staff who knew them very well. Staff were responsive to young people's changing needs and communicated with other agencies to ensure a multi-agency approach to managing risk. Young people benefitted from the network of support around them.

Young people experienced therapeutic and stable care. Leaders instilled a highly nurturing ethos in the service, which helped young people develop strong and trusting relationships with staff. One visiting professional told us, "They really care about the people they work with and want the best for them". There was commitment to restraint reduction, which had resulted in a calm and settled home environment. Compassionate and predictable care helped promote young people's wellbeing.

Young people experienced fun with staff who were highly motivated. Staff used humour and their knowledge of young people's likes and dislikes to engage with them meaningfully. This resulted in a relaxed feel to the house. The physical home environment has been improved since the last inspection but requires further improvement and personalisation to ensure it reflects the ethos and vision of the service.

Young people were treated with respect and were engaged in their day-to-day care and support. Personal care was carried out in a dignified way. Young people were offered choices in their care and support, and the individualised use of communication tools supported this. Young people's rights could be further promoted through a consistent and embedded approach to the use of independent advocacy (see area for improvement 1).

Young people's health needs were comprehensively met. Some young people using the service had complex medical needs, and staff were trained and supported to ensure these needs could be met within the service. Regular communication with health professionals ensured a collaborative approach to care. This meant that young people had the right support at the right time.

Young people had positive and meaningful relationships with their families. Regular updates, outings with staff, young people and their families, and family visits to the house ensured relatives were valued as vital partners in people's care. One relative told us, "I'm never feeling I'm too much...I get great feedback". Young people were supported to have a strong sense of belonging.

Young people had well established routines and were kept busy and active. Young people were involved in a number of activities including massage therapy, music therapy, art clubs and dancing. The service also planned regular outings in the community which helped broaden young people's horizons and promote their wellbeing.

Education was valued by the service. The service used the knowledge that schools had about young people's needs to plan support at home, offering consistency and continuity for young people. The service also helped young people develop some independence skills at home and out in the community. Young people were encouraged to reach their potential.

Young people were well supported to transition into adult services. Transitions out of the service were

robustly assessed and planned and were highly individualised. The service was committed to offering continuing care for young people, but improvements are required to ensure the right to continuing care is well promoted (see area for improvement 2).

Personal support plans were comprehensive, outcomes-focused and accurately reflected young people's needs. A careful and considered approach to people moving into the service allowed for care and support to be well planned. The service should consider ways to involve young people in planning and setting goals for their care, where this is possible. Risk assessments were detailed documents, with well-considered strategies to ensure young people's safety.

Areas for improvement

1. To ensure young people are empowered to understand their rights and have strong voices in relation to their care and support, the service should promote the use of independent advocacy.

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

"I am supported to understand and uphold my rights" (HSCS 2.3), and "I am supported to use independent advocacy if I want or need this" (HSCS 2.4).

2. The service should develop a continuing care policy to set out its responsibilities to provide continuing care to young people and how it will ensure that young people are aware of their right to continuing care up to the age of 21.

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

"As a child or young person I feel valued, loved and secure" (HSCS 3.5) and, "My human rights are central to the organisations that support and care for me (HSCS 4.1).

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's needs can be fully met the service must improve its approach to matching. This should include but is not limited to:

a) Considering the needs of existing young people using the service when undertaking matching assessments and outline how any risks will be mitigated.

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 23 March 2023.

Action taken since then

This area for improvement has been met. We heard from leaders that great learning had been taken in relation to matching. Assessments of young people who had recently moved into the service were comprehensive and extensively considered the needs of all young people in the house.

Previous area for improvement 2

To promote the wellbeing of young people, the provider should improve the quality of the physical environment. This should include but is not limited to:

- a) ensuring that communal rooms are repaired.
- b) ensure that the service is appropriate to the needs of all young people in the service.

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

"I can use an appropriate mix of private and communal areas, including accessible outdoor space because the premises have been designed or adapted for high quality care and support" (HSCS, 5.1).

This area for improvement was made on 23 March 2023.

Action taken since then

This area for improvement has been met. This area for improvement was made in relation to concern that communal areas of the home could not be used by everyone. This has been addressed and communal areas

have been decorated and updated. The house does however still require some repairs and upgrading to ensure it provides a high quality living environment.

Previous area for improvement 3

To ensure staffing levels are appropriate the provider should review staffing levels in the service. This should include but is not limited to:

a) undertaking a staffing needs assessment in accordance with new Care Inspectorate guidance.

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 23 March 2023.

Action taken since then

This area for improvement has been met. The service has worked hard to create stability in the staff team, and staffing levels allowed for appropriate staffing ratios to be in place. Staffing needs assessments were very detailed and enabled a high level of management oversight.

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

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