

Moredun Young People's Centre Care Home Service

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Type of inspection:
Unannounced

Completed on:
25 April 2024

Service provided by:
City of Edinburgh Council

Service provider number:
SP2003002576

Service no:
CS2003010920

About the service

Moredun Young People's Centre (Moredun YPC) is operated by City of Edinburgh Council Social Work department.

The home is a purpose built property, over two floors, situated within a housing estate on a main route to Edinburgh.

The home provides care for a maximum of eight young people who are aged from 11 to 20 years, who for a variety of reasons are unable to reside with their families.

The home is within close proximity to local amenities and public transport.

About the inspection

This was an unannounced inspection which took place on 10 April 2024 between 11:00 and 18:30 and 11 April 2024 between 09:30 and 17:45. 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 5 young people;
- spoke with 7 staff and managers;
- spoke with one parent;
- spoke with one external professional by phone
- reviewed questionnaires from young people, external professionals and staff
- observed practice, the environment and daily life; and
- reviewed documents.

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 areas for improvement will be highlighted in this report.

Key messages

- Young people enjoyed comfortable relationships with staff who were kind, caring and ambitious for them.
- The home promoted a culture of respect and inclusion
- The home was very good at ensuring young people maintained contact with the people who were important to them
- Further improvements were needed to ensure care plans were SMART
- The provider needs to make an action plan in relation to a number of environmental issues.

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 found significant strengths in aspects of the care provided and how these supported positive outcomes for young people, therefore we evaluated key question 7.1 as very good. In relation to key question 7.2 we found several strengths which impacted positively on outcomes for young people and outweighed areas for improvement and evaluated this question as good. The overall evaluation for key question 7 is good.

All of the young people told us they felt safe at Moredun, however some presented very risky behaviours. Strategies to help these young people to manage their behaviours were having mixed success, however the staff group committed to sticking with the young people to help them make changes. The majority of staff had completed child protection training and were confident about the actions they needed to take.

All of the young people were happy at Moredun and some wanted to stay there into adulthood.

Young people received kind and caring attention from adults who were ambitious for them. There were strong connections between young people and staff with lots of fun and friendly conversations. Young people sought and received affection from adults who were keen to be in their company.

The home promoted a culture where everyone was invested and respectful of their home and each other. In the main the young people got on well together. Staff were aware of the dynamics of the group and appropriately intervened if there were disagreements between young people.

Staff mainly worked in a nurturing, trauma informed way, acknowledging the impact of previous trauma and used therapeutic strategies such as life story work. Physical restraint was very rarely used because staff were very good at recognising the signs when young people were overwhelmed with emotions and quickly offered support to prevent escalation.

Young people's views were listened to and acted upon whenever possible. They were offered choice and staff recognised where young people lacked confidence and helped build this by being alongside them, providing encouragement. Young people received lots of praise and positive reinforcement.

All of the young people were involved in some sort of educational activity, some with specialist organisations such as 'My Adventure', 'Columba 1400' and 'Side Step' and others at mainstream school and college. Some were actively engaged and achieving in the Duke of Edinburgh Award. In addition, young people had their own interests such as football, gardening, cooking, cadets and going to the gym. They were fully supported to practice personal religious beliefs and documents were translated to include those for whom English was not their first language.

Young people were well supported to maintain connections with the people who were important to them. Friends and relatives visited the home and were welcomed.

Most of the young people at Moredun would be considered to be in continued care. Edinburgh City Council had a policy which promoted continued care and young people were made aware of their right to continued care at LAAC reviews.

In the main young people knew about their care plan and could be involved as much as they wanted to. Whilst we saw some improvements to care planning and risk assessments, such as use of chronologies,

weekly planners and the wellbeing web, there were still some areas needing to improve, such as clearer detail in strategies, to manage risk, dating documents, and identification of timeframes. We acknowledged that managers had a focus on care planning across young people's residential services and had further plans for improvement. **See area for improvement 1.**

Some young people had advocacy support from Scottish Guardianship. We heard that there was a capacity issue for Who Cares Scotland who had not been to the home for some time. Meanwhile managers had a plan for reviewing officers to be attached to each house ensure young people's views were represented.

The house was homely and comfortable. Young people's photographs were prominently and respectfully displayed. Young people enjoyed having their own private space in their warm and comfortable bedrooms. Whilst the kitchen was functional it needed an upgrade as some doors were missing and worktops marked.. Plans were underway to improve the garden area and young people were involved in this if they wanted to be. There were issues in the garden of a dangerous wall which had been blocked of for some time. Wi-Fi was an issues for many young people, though managers were aware of this and were actively trying to resolve the issue. We asked the manager and the external manager to ensure that a suitable car was made available to transport young people. **See area for improvement 2.**

We saw good evidence of external monitoring within the quarterly audit reports. We also saw a good level of internal monitoring and quality assurance to promote best practice.

The management team at Moredun had significantly changed over the past year and this was reported as positive. The management team had a vision for progression and were aiming to create a more unified approach in areas such as training, care plans and quality assurance. There was a sense from staff of development with focus on achieving the aspirations of The Promise.

There were some vacancies in the staff team, which is a common theme throughout residential care at the moment and comments from external professionals indicated that sometimes they felt there were not enough staff. However, a thorough staffing assessment ensured there were enough staff to respond to the needs of the young people.

Supervision records indicated that supervision took place regularly and were focused and well recorded. Staffing issues were dealt with effectively supporting staff with personal performance.

A development and improvement plan had been established as a result of the feedback from the last inspection and we saw that the service was focused on improvement. There still needs to be more robust quality assurance of documents such as care plans and incidents.

Management presence ensured opportunities to observe practice and provide role modelling to newer staff..

Areas for improvement

1. 1. In order to ensure that the service can consistently achieve positive outcomes for all young people the provider should review the care planning system and adopt a SMART approach to care planning that is integrated with robust risk assessment and risk management procedures. These care plans and risk assessments should be outcome focused and clearly express strategies to mitigate risk and help young people to progress.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which states 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. 2. In order for young people to live in a fully safe and suitable environment with the facilities that they need, the provider should develop a plan of action to address the environment issues found at this inspection. Those being

- Upgrade to the kitchen to replace missing doors and marked worktops
- Resolution regarding the garden wall
- Improvements to Wi-Fi
- Provision of a car suitable to meet the needs of the young people.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which states that "If I experience 24 hour care , I am connected, including access to a telephone, radio, TV and the internet". (HSCS 5.10)

And

"My environment is secure and safe" (HSCS 5.17)

And

"I am able to access a good range of good quality equipment and furnishings to meet my needs, wishes and choices" (HSCS 5.21)

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

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This area for improvement was made on 7 September 2022.

Action taken since then

Whilst we saw some progress in the approach to care planning and risk assessments we identified areas where further improvements could be made **See area for improvement 1.**

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	5 - Very 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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