

Blairbeth Road Care Home Service

27 Blairbeth Road
Burnside
Rutherglen
Glasgow
G73 4JF

Telephone: 01416 347 276

Type of inspection:
Unannounced

Completed on:
29 August 2024

Service provided by:
Inspire Scotland Limited

Service provider number:
SP2012011803

Service no:
CS2014331925

About the service

Blairbeth Road is operated by Inspire Scotland, and they are registered to provide a care service for six young people. There is provision for four young people to live in the house at Blairbeth Road, and two young people can live individually supported in two flats located nearby in Castlemilk.

The house and flats are all located in busy residential areas with good transport links and have a variety of shops and leisure facilities within walking distance.

The main house is built over three levels and all the young people have their own rooms, with a bathroom on each floor. There is a large living room and separate kitchen/diner and at the rear there is a large garden and separate office space.

The two flats are similar in layout with one upper floor and one ground floor. The young people who live there have their own bedroom and bathroom, small living room and kitchen. There are also small gardens for each flat.

About the inspection

This was an unannounced inspection which took place on 28 and 29 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 people using the service;
- spoke with staff and management;
- observed practice and daily life;
- reviewed documents;
- spoke with visiting professionals.

Key messages

Young people were safer as result of their care in Blairbeth.

Young people were protected through trusting , non-judgemental relationships.

Highly attuned, compassionate and nurturing relationships supported young people to recover.

Organisational policy should develop to assertively address the rights of young people not from Scotland.

Young people's needs were well understood and this was reflected in high quality care plans.

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 significant strengths in the care provided, and how these supported positive outcomes for young people, therefore, we evaluated this key question as very good.

Young people were safer as a result of their care in Blairbeth. The confident staff team were highly attuned to indicators of harm and were key partners in the multi-agency approach to protecting young people from, at times, the significant risks they faced. The team knew young people well and the trusting, non-judgmental relationships they developed allowed young people a safe space to share their experiences and explore their choices.

People living in the service all had access to external professionals and the strong collaborative approach to young people's care, where communication was a strength, led to a joined up approach to protecting young people and upholding their rights.

Young people experienced stable and therapeutic care because relationships were prioritised and based on a good understanding of trauma. The very rare use of restraint was always as a last resort and compassionate and connected relationships with young people was highly effective in supporting them during difficult times.

Young people's needs were well understood, and this combined with a flexible, emotionally attuned and responsive approach by staff, supported young people to navigate the risks they faced, build their resilience, and recover from their experiences.

Young people had fun and the respectful care they experienced was reflected in the warm and homely environment they lived in. They were involved in all decisions about house life and were supported to engage in their care and the decision affecting them.

Young people had access to health provision that was reflective of their individual circumstances and the team understood young people's health needs well. Shared opportunities to eat together and be active together, promoted good physical and mental health and staff assertively addressed barriers to young people's well-being.

Young people were supported to reconnect and maintain relationships with those who were important to them, and it was usual practice to support people to travel long distances to meaningfully stay in touch with loved ones. This strong ethos of promoting positive relationships will be further enhanced by plans to build an outdoor space where young people and families can have protected and supported time together.

Young people's hopes and aspirations were embraced and supported. When young people were finding it difficult to engage in learning, a strong message of value and belief offered optimistic opportunities to access education, tailored to individual needs. A strong message of hope and value was embedded in the culture of the service, this helped young people to believe in a positive future. New and exciting opportunities where young people could experience fun contributed to people's sense of self worth and confidence.

Young people's sense of worth was enhanced by relationships that were safely sustained long after they stopped living in the service. The provider was in the early stages of developing a continuing care policy

which championed young people's right to stay, and whilst the team worked tirelessly and passionately to uphold all young people's rights, organisational policies should be expanded to take account of the choices and rights of young people originally from out with Scotland. **(See area for improvement 1).**

High quality personal plans reflected the individual needs and wishes of young people, and underpinned the outcome focused, trauma informed and compassionate care that young people experienced.

Areas for improvement

1. To uphold all young people's rights and support their wellbeing, the provider should review matching and admissions processes and placing agreements to ensure that its commitment to continuing care is clearly stated, and takes account of the specific circumstances of young people from out with Scotland.

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

'As a child or young person I feel valued, loved and secure'. (HSCS 3.10).

'My human rights are central to the organisations that support and care for me'. (HSCS 4.1).

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?	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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