

Maben House Care Home Service

Gilmourbanks
Parkfoot
Lochmaben
Lockerbie
DG11 1RW

Telephone: 01387 811 995

Type of inspection:
Unannounced

Completed on:
23 September 2024

Service provided by:
Gilmourbanks Ltd

Service provider number:
SP2003002532

Service no:
CS2003010819

About the service

Maben House is provided by Gilmourbanks Ltd and is registered as a care home service for a maximum of ten children and young people. Within the grounds of Maben House, the providers also operate a small school which offers primary education for residents of Maben House and day pupils. At the time of the inspection four children were attending the primary school. Another young person was attending the school based at Closeburn which is also operated by the provider.

The service is provided within a large detached house set in it's own extensive grounds near the village of Loch Maben in Dumfries and Galloway.

The house consists of a large sitting room and two smaller sitting rooms. There is also a kitchen, toilet and two offices on the ground floor. The upstairs provides single rooms for each of the children; some rooms have en-suite facilities and there are a further two large bathrooms.

There is a very large area of outdoor space for young people to use.

About the inspection

This was an unannounced inspection which took place on 18th September. 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 six people using the service and two of their representatives
- Spoke with three staff and two management
- Observed practice and daily life
- Reviewed documents
- Spoke with two visiting professionals

Key messages

- Young people were all achieving well in education.
- Young people identified staff they would confide in and could trust.
- Staff were in the process of building positive relationships with all young people.
- Young people's physical and mental wellbeing was a priority.
- Young people were following their interests and engaging in activities they enjoyed.
- The service had a dedicated clinical team which assessed young people and advised staff.
- Some service documents, procedures and policies were in the process of being reviewed.
- Some service procedures were in the process of being finalised during the inspection.

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 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.

Whilst most young people stated they were happy and felt safe in the service, some young people said they were concerned about other young people's behaviour and the approach of some staff. We recognised that staff were working with young people who had specific needs and therefore required a higher level of supervision. In addition there were some staff, who in being assertive on occasion, were presenting as 'strict' to some young people. On speaking with the manager about these points, there was a recognition of potential inconsistency in some staff response and of what young people could be feeling. The manager planned to have this issue addressed through discussion with the staff group.

Independent advocacy was available to young people through external agencies and their social workers were frequent visitors to the service. The young people also had regular meetings with family members and people of importance to them, where this was appropriate. This contact with others from outside the service gave additional assurances to young people that their best interests were being supported by the adults in their lives. The service manager was very responsive to young people's concerns. For example, a young person's complaint about a staff member had been taken very seriously. The completion of this process was imminent at the time of the inspection.

Any difficulties in the relationships between young people and peers or staff were discussed in reflective discussions. These discussions were being supported through guidance from the services clinical team of psychotherapist, speech and language and occupational therapists. Through these supports, and the positive relationships nurtured by the staff team, the young people were learning to manage group living situations and achieving positive outcomes.

Young people's rights were respected and their views listened to. They enjoyed decorating their rooms in the style that they liked, and having items of personal meaning close to them. This provided young people with respect for their individual identities. Young people were encouraged and supported to pursue their hobbies and interests and to actively participate in these. They were also encouraged to try new experiences. Subsequently young people were engaging in physical activities such as football, drumming, gymnastics and dancing. Such activities were nurturing and promoting young people's sense of self worth. Evidence of this was shown through their enjoyment and successful engagement with a community event in support of adults with autism.

All young people were achieving in education with full school or college attendance. Young people we spoke with told us they enjoyed school and were proud to show us some of their work.

Whilst not applying directly to any of the young people currently in the service, the service provider's continuing care policy provided a clear statement of the legal position and the rights of young people to this arrangement. This policy statement would benefit from equally clear statements regarding the service providers commitment to these principles and arrangements when appropriate. The service providers have agreed to review the document in light of this suggestion.

Young people's care plans were very good with clear aims, and supports identified to assist in achieving these. Risk assessments were similarly clear with individualised strategies of support for young people identified. Whilst individual risk assessments were of a very good standard it would be beneficial for any additional arrangements required for young people involved in group activities to be stated equally as clearly. The manager agreed to develop these when required.

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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