

Tarra Care Home Service

Drunzie
Glenfarg
Perth
PH2 9PE

Telephone: 01738 700 164

Type of inspection:
Unannounced

Completed on:
10 October 2024

Service provided by:
Radical Services Ltd

Service provider number:
SP2003002568

Service no:
CS2017353540

About the service

Tarra is a care home service for up to two children and young people. The house provides accommodation on one level. It has two bedrooms for young people. Young people also share two bathrooms, two living rooms, a kitchen diner and dining room. There is a garden to the rear and a parking area. It is located just over a mile from a small village in rural Perth and Kinross, which has some community services. Perth city centre, with a wider range of facilities, is about 12 miles away

About the inspection

This was an unannounced inspection which took place on 2 and 4 October 2024. Visits took place between 14:00 and 19:45 and 10:10 and 17:10 respectively. 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 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:

- reviewed survey responses from two young people, two parents and carers, four staff and one external professional
- spoke with two young people using the service and two of their family members
- spoke with six staff and managers
- observed practice and daily life
- reviewed documents.

During the 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 felt safe. Whilst there was no evidence of adverse outcomes, risk management processes needed to improve.
- Staff used sensitive and nurturing responses to distressed behaviour by young people. These reflected the provider's commitment to minimising and reducing the use of physical restraint.
- Young people benefitted from positive and respectful relationships with the staff caring for them. Stability of care had improved following a reduction in staff turnover.
- The service was committed to respecting young people's rights to continuing care to improve the likelihood of a successful transition into adulthood.

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**. This means there were important strengths which taken together, clearly outweighed areas for improvement.

Young people felt safe and staffing arrangements provided appropriate safeguards. Guidance for proactive, sensitive management of young people's individualised needs contributed to harm reduction in most areas. However, a key omission compromised the quality of risk management processes overall. Whilst there was no evidence of adverse outcomes, this should be rectified by managers without delay. The process for considering local authority requests for the service ('admission' arrangements) should also be improved and should more clearly show evidence of consideration of risk. **(See area for improvement 1)**

The service's approach minimised the use of physical restraint, and instead provided nurturing and sensitive responses to distressed behaviour by young people. This reduced the likelihood of compromising their physical wellbeing and dignity. Staff had successfully supported young people to more appropriately manage strong emotions. A comprehensive self-evaluation reflected the provider's commitment to restraint reduction. This had been a valuable learning process and led to a range of new initiatives aimed at improving young people's outcomes and experiences. We look forward to seeing the impact of these.

Positive and trusting relationships with young people were a key feature of the service. The journey towards the vision of trauma-informed care was underway and was supported by relevant learning and development. These approaches support young people to grow and thrive. Young people's families described staff as 'very nice, very helpful' and said they were 'like family' to a young person. Decreasing turnover of staff had also contributed to greater stability and continuity of care.

The welcoming, well-maintained and comfortable environment reflected the service's respectful ethos. Young people had contributed to changes and improvements. They were encouraged to express their views and staff listened; they also exercised choice in daily life. Independent advocacy was available to promote their involvement in decision-making, though staff also played an important role in this area. These helped young people experience care that reflected their preferences.

Arrangements for maximising health included promoting emotional wellbeing and understanding of healthy relationships, as well as safe management of medication, which needed only minor adjustments. We suggested an improvement to the medication audit for maximum effectiveness. Support for sustaining important family relationships reflected the importance of this for young people's sense of belonging and identity. It was commented on very positively by families.

Some young people benefitted from regular learning opportunities and school attendance. For others, successful engagement was an ongoing challenge despite staff's efforts and encouragement. With staff support, some young people also took part in regular activities providing enjoyment, stimulation and social opportunities. These are key to young people to developing and achieving their potential.

The provider was committed to promoting young people's rights to continuing care, which increases the likelihood of a successful transition to the next stage of their lives as young adults.

Systems for assessment and care planning contributed to positive outcomes for young people. This was an area for development already identified by the service and we offered some suggestions for next steps in strengthening these key processes.

Areas for improvement

1. In order to reduce the potential for harm to young people, the provider should ensure that risk assessment and management processes, both at the initial service request stage and subsequently, are robust, effective and well-documented.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (4.11).

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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