

Arisaig Services

School Care Accommodation Service

St Philip's School
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Telephone: 01236 765 407

Type of inspection:
Unannounced

Completed on:
14 October 2024

Service provided by:
Arisaig Unit

Service provider number:
SP2018013069

Service no:
CS2018364373

About the service

Arisaig Service was registered with the Care Inspectorate on 28 September 2018. The service consists of Skye House, which accommodates four young people and a singleton placement in Glenelg Cottage.

Skye House and Glenelg Cottage sit within the boundaries of St Philips School, Airdrie. The service is registered as a school care accommodation service and has access to the St Philips school resources.

About the inspection

This was an unannounced inspection which took place on 9th and 10th October 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 three people using the service and three of their representatives
- Spoke with three staff and three members of management
- Observed practice and daily life
- 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 stated they felt safe in the service.
- Young people identified staff they trusted.
- Staff had formed positive supportive and nurturing relationships with the young people.
- Young people's education was regarded a priority and was well supported.
- The service evidenced a strong commitment to continuing care.
- Appropriate positive relationships with family and friends was supported by staff.
- The services psychologist team provided very good assessments of the young people.
- The quality of care plans and risk assessments were inconsistent and needed to follow SMART principles.

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.

Staff were developing positive relationships with the young people. Young people were confident their best interests were a priority for staff and told us that they trusted the staff and felt safe in their care. The staff had very good levels of knowledge of the needs of the young people they cared for and used this in supporting them toward positive outcomes. This assured the young people that they had a safe and stable base from which they could aim to achieve their goals and aspirations.

All staff we spoke with had a robust understanding of their role within safeguarding of young people and were confident in any response required when dealing with any child protection matters that may arise.

The service had ensured staff were trained in understanding trauma informed practice. Staff used their de-escalation skills and relationships with the young people to manage situations positively. Through these consistent approaches by staff, the young people had continued to enjoy a stable, settled environment for several months. During this time the incidence of restrictive practices had reduced. We observed the young people interacting with the staff and noted confident, relaxed exchanges, including the staff's appropriate use of humour.

Young people's views were being sought through discussions with key working staff and in being included decisions affecting them. Pathway planning processes being established within the service at the appropriate time for the young people was a very good example of this. It was positive to note that Arisaig staff were fully aware of the need for these assessments, and worked through the resources with the young people to ensure their views were gathered and recorded.

There was clear evidence of the importance given to ensuring young people were aware of their rights. This included their right to continuing care. Some young people continued to achieve very good outcomes whilst continuing in the service. They were gaining further independence through achievements in education and employment and subsequently establishing further positive relationships in the community.

Young people's individual talents, skills and interests such as football, swimming and fishing were recognised and promoted through ensuring access to the relevant resources.

The service further sought to ensure young people's positive physical and mental health through access to their own in-service psychological services team. 'Side by side' assessments conducted by this team, alongside the young people and family members, provide the staff team with a very good, individualised assessment of the young person's needs to inform their care plan. In addition to the services own psychology and speech and language team, and where necessary, external resources, such as specific mental health services or counselling services, are accessed to ensure young people are receiving the support required.

Young people's important relationships with family and friends were supported and promoted where this was appropriate. This ensured young people and their families that these relationships would be maintained and gave families reassurance of the progress of the care plans.

Young people's education was a high priority in the service and young people were provided with education within the service's own education provision or through college at the appropriate time. Levels of attendance at these education resources was very high.

Whilst the 'side-by-side' assessments provided very good information to develop care plans we considered the care plans to be inconsistent in terms of following SMART (specific, measurable, achievable, realistic, timeous) principles. The care plans varied in quality. Some were good, but would benefit from being more consistently detailed in respect of how supports would be delivered and by whom and what time etc. We have made this an area for improvement for the service.

Areas for improvement

1. To support the achievement of positive outcomes for children and young people, the provider should ensure that the recording of care plans comply with SMART principles.

This should include, but not limited to, the clear recording of specific actions, these should be realistic, measurable and have an identified timeframe for completion.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state; "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).

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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