

Rivendell Care Home Service

33 Peace Avenue
Quarriers Village
Bridge of Weir
PA11 3SX

Telephone: 01505610597

Type of inspection:
Announced (short notice)

Completed on:
30 October 2024

Service provided by:
Quarriers

Service provider number:
SP2003000264

Service no:
CS2003001119

About the service

Rivendell is registered as a care home service and can provide accommodation for up to six children and young people with a learning disability. During this inspection Rivendell had three young people living there.

The service is in Quarriers Village, Bridge of Weir. The property is a detached Victorian villa, comprising a large lounge/playroom, a sensory room, kitchen, dining room, and bathroom on the ground floor. On the upper level, there are six bedrooms and bathing facilities. The garden, which has recently been updated, is surrounding the property, is enclosed, and offers ample space for play and relaxation.

About the inspection

This was an announced (short notice) inspection which took place on 22 October 2024 between 10:30 and 18:00 and 23 October 2024 between 07:00 and 16:00. 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:

- spent time with three young people
- spoke with four family members
- spoke with five staff and three members of management
- spoke with visiting professionals
- observed practice and daily life
- reviewed documents.

During our inspection year 2024-2025 we will introduce a focus area which will look at how regulated services are continuing to use legislation and guidance to promote children's rights and how children and young people are being helped to understand what their right to continuing care means. This focus area will apply to care homes for children and young people, fostering agencies, and adult placement services linked to fostering agencies.

Key messages

- Staff worked hard to ensure young people were safe, emotionally and physically.
- The service continued to experience challenges with staffing and required better oversight of staffing arrangements.
- Young people's emotional wellbeing was at the centre of the caring approach in the service.
- The service excelled in supporting and promoting relationships with family members.
- Developments were required in relation to the service's understanding and knowledge of continuing care.
- The staff team worked hard to ensure that young people's needs and aspirations were maximised through the support they offered.

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
--	----------

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, where several strengths impacted positively on outcomes for young people and clearly outweighed areas for improvement.

Staff were attuned to the needs young people and had worked hard to ensure their safety. The service worked effectively with partner agencies to respond to and manage identified risk.

Lead agencies and family visited the service regularly and felt that any reported concerns were responded to quickly and sensitively. The service should ensure that all young people have easy access to advocacy throughout their care journey.

Staff were confident in identifying and responding to protection concerns. There had been recent developments in the service around adult protection to ensure best practice continued as young people transitioned into adulthood.

Despite the service working hard to maintain stable care for young people, they continued to experience challenges with staffing and used agency staff frequently. An area for improvement was made at the last inspection and has been escalated to a requirement to ensure that the service has full oversight of staffing arrangements (see requirement 1).

There was a culture in the service that promoted sensitive and empathetic care. This supported young people's emotional wellbeing and ensured young people were not subject to restraint as alternatives approaches were utilised.

Staff understood that all behaviour was communication and responded to young people in a warm and nurturing manner. Some staff felt that agency members did not always know young people well and this presented potential risk for care remaining consistent.

A predictable and calm environment was promoted through the care offered to young people. However, some environmental controls did not promote a homely environment and the service were asked to review this practice (see area for improvement 1).

There was effective and passionate championing of children and young people's human rights. Staff understood young people's diagnoses well and ensured that young people had access to everything they needed for their age and stage.

The approach in the service supported young people to be regularly active and eat healthy meals. Staff knew young people well, which meant they effectively responded to cues that young people may not be well and accessed health services when required.

One area where the service excelled was in relation to supporting meaningful connections to family. The team had worked hard to build trusting and reliable relationships with families and, as a result, championed important connections for young people.

Children's individual interests were well known and detailed in their care plans. Young people had access to activities regularly that they enjoyed. Staff and family felt activities could be more varied.

The service supported young people to live in their home long-term. However, developments were required in relation to the service's knowledge of continuing care and young people's associated rights (see area for improvement 2).

The staff team worked hard to ensure that young people's needs and aspirations were maximised through the support they offered. Developments were required to ensure consistent implementation of high quality SMART (specific, measurable, attainable, relevant, and time-bound) personal planning.

Requirements

1. By 17 December 2024, the provider must ensure ensure the correct numbers, experience, qualification, and skills mix are working at Rivendell at all times to support a safe environment for young people.

To do this, the provider must, at a minimum:

a) Recording their assessment of staffing needs in accordance with 'Guidance for providers on the assessment of staffing levels in: premises-based care services'.

b) Considering the mixture of core/agency staff and what the supports are required to minimise the impact of this.

This is in order to comply with Sections 7 and 8 of the Health and Care (Staffing) (Scotland) Act 2019.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

Areas for improvement

1. To support young people's wellbeing the provider should ensure that any environmental restrictions are reviewed regularly and removed when they are no longer required.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'If my independence, control, and choice are restricted, this complies with relevant legislation and any restrictions are justified, kept to a minimum, and carried out sensitively' (HSCS 1.3).

2. To ensure young people's rights are upheld in relation to continuing care, the provider should develop appropriate policies, procedures, and knowledge in this area.

This should include, but is not limited to:

a) Developing a continuing care policy to set out its responsibilities to provide continuing care to young people and how it will ensure that young people are aware of their right to continuing care up to the age of 21.

b) Develop their understanding of the legislation surrounding welfare assessments and advocate for these to be carried out in a timely manner for young people in their care.

c) Ensure that the aims and objectives, admissions guidance, and placement agreements detail the commitment to providing continuing care to young people who transition into the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HCSC) which state that: 'My future care and support needs are anticipated as part of my assessment' (HSCS 1.14); and 'My human rights are central to the organisations that support and care for me' (HSCS 4.1).

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

To support a safe environment for young people and staff, the provider should ensure the correct numbers, experience, qualification, and skills mix are working at Rivendell at all times.

The service should include, but not limit to:

- a) Recording their assessment of staffing needs in accordance with 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'.
- b) Undertaking a training needs assessment of the staff team, ensuring that the service has the ability and time to undertake this.
- c) Considering the mixture of core/agency staff and what the supports are required to minimise the impact of this.
- d) Ensuring that managers are supernumerary to the rota and have the time and ability to undertake all managerial tasks.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

This area for improvement was made on 2 May 2023.

Action taken since then

This area for improvement has not been met.

However, it is no longer in place as it has been incorporated into a new requirement under key question 7 ('How well do we support children and young people's rights and wellbeing?').

Previous area for improvement 2

To support a safe environment for young people and staff, the provider should ensure that staff have access to the most up-to-date training, policies, and procedures in relation to the protection of young people and adults.

The service should include, but not limit to:

- a) Ensuring that all internal policies and procedures are up-to-date. Ensuring that these are reviewed frequently and include the most up-to-date guidance in relation to the protection of young people and

adults.

b) Identifying clearly the organisational expectations in relation to direct training for staff, including both face-to-face and e-learning. This should include both initial training and timeframes between refreshers.

c) Undertaking a training analysis and action plan to ensure that staff are fully trained and knowledgeable in this. This should include timeframes for completion.

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

This area for improvement was made on 2 May 2023.

Action taken since then

Developments were made in relation to child and adult protection and staff were confident in identifying and responding to child protection concerns.

This area for improvement has been met.

Previous area for improvement 3

To support the young people's wellbeing, outcomes, and choice the service should review their care planning and initial assessment processes.

This should include but is not limited to:

a) Ensuring that goals are SMART (specific, measurable, achievable, realistic, and timely). These should be reflective of young people's wishes and needs and should clearly describe the supports required to achieve these. Goals should be actively tracked and subject to regular review.

b) Ensuring that all staff are aware of the needs and focus of work for all young people within the service and know exactly what is needed from everyone to support young people to reach their goals.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as 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).

This area for improvement was made on 2 May 2023.

Action taken since then

Developments were still required to ensure consistent implementation of high quality SMART (specific, measurable, attainable, relevant, and time-bound) personal planning.

This area for improvement has not been met.

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.