

The Farmhouse Care Home Service

Molmontend Farm
Newmilns
KA16 9LS

Telephone: 01560099000

Type of inspection:
Unannounced

Completed on:
20 November 2024

Service provided by:
New Futures (Scotland) Limited

Service provider number:
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Service no:
CS2023000153

About the service

The Farmhouse is a care home service for up to four young people. The home is a detached property over one level with gardens and ample parking. It has four ensuite bedrooms for young people, a kitchen/diner, two large communal living rooms, and further communal spaces.

The Farmhouse is in a rural setting on the outskirts of the village of Galston in East Ayrshire, which has some access to public transport links and local resources. A wider range of facilities and amenities is available in Kilmarnock, approximately eight miles away.

About the inspection

This was a follow up inspection to examine progress made in relation to requirements made at a complaints inspection in April 2024 and a full inspection carried out in May 2024. The inspection took place on 20 November 2024 between 09:30 and 18:00. The inspection was carried out by two inspectors 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:

- Observed practice and daily live
- Spoke with staff and management
- Reviewed documents
- Spoke with visiting professionals.

Key messages

We assessed that three requirements had been met since the last inspection. Some progress had been made in relation to the other three requirements, but these were assessed as not met. The service had worked hard to focus on improvements relating to the requirements and recognised that some aspects continued to be fully embedded into practice.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 1 August 2024 the provider must ensure the safety of young people by consistently implementing adult and child protection procedures. This must be informed by effective reflection on safeguarding issues.

To do this the provider must at a minimum:

- a) ensure effective guidance and training is in place and has been undertaken to ensure staff who have lead responsibility for safeguarding have a demonstrable understanding of implementing appropriate procedures and young people and children are protected.
- b) ensure there is reflection and learning from the protection concerns highlighted.
- c) ensure that child, adult protection, and safeguarding concerns are reported to the appropriate agencies, including the Care Inspectorate, social work department, and any other relevant agencies.
- d) ensure that there is a review of the risk and impact assessment following significant incidents including restrictive practice is considered alongside the chronology of events.

This is to ensure care and support is consistent with Health and Social Care Standard 1.24: Any treatment or intervention that I experience is safe and effective.

This is in order to comply with:

Regulation 4(1)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 13 May 2024.

Action taken on previous requirement

The provider had a child protection policy in place which provided an overview of everyone's roles and responsibilities in relation to child protection. The inspectors provided some feedback on how this could be strengthened in relation to the handling of allegations against members of staff. The provider required to

develop guidance around adult protection to ensure the safety of young people as they moved through their care journey.

There had been some child protection concerns in the service, which did not evidence best practice. We could not establish a consistent approach to reflection and learning following child protection concerns. Debriefs were utilised more often since the last inspection, which staff found supported a reflective and learning culture.

All child protection concerns had been reported to the appropriate agencies.

We identified some progress, however, this requirement has not been met and we have agreed an extension until 16 January 2025.

Not met

Requirement 2

By 1 August 2024, the provider must promote best outcomes for young people by ensuring personal plans are implemented which support young people to achieve their individual goals and aspirations.

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

- a. Ensure care plans reflect a responsive and person-centred approach which includes the voice of the young person's voice and relevant representatives.
- b. Ensure that goals identified within care plans are SMART (specific, measurable, achievable, realistic, and time-bound).
- c. Up to date and accurate assessment of health care needs which includes a plan for managing any assessed risk in relation to nutrition, exercise, and medication.
- d. Include linked professional clinical guidance and oversight.
- e. Personal plans need to be accurately maintained and reviewed in accordance with wellbeing indicators consistent with the national practice model "getting it right for every child".

This is to ensure care and support is consistent with Health and Social Care Standard 1.15: 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.

This is in order to comply with:

Regulation 5(3)(a)(iii) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 13 May 2024.

Action taken on previous requirement

The provider had developed new personal planning documents, which effectively detailed young people's health leisure and independence goals. Young people's aspirations were also noted alongside how staff would support these.

We were able to see measured improvements in young peoples health within their plans, and these were reiterated by lead professionals. Young people's views and wishes were detailed, though we did feel the approach to this could be strengthened.

The new personal planning format was linked to the wellbeing indicators within the Scottish Government GIRFEC (Getting it Right for Every Child) guidance. This would be strengthened by further analysis through a trauma informed and developmental lens.

This requirement has been met.

Met - within timescales**Requirement 3**

By 2 September 2024, the provider must ensure that no young person is subject to restraint unless it is the only practicable means of securing the welfare and safety of that or any other service user.

In particular you must:

- a) ensure de-escalation strategies are consistently implemented, trauma informed and do not focus inappropriately on environmental controls;
- b) ensure young people's personal plans comprehensively guide staff on de-escalation strategies and practice;
- c) ensure that restraint practices are effectively overseen by management to maintain compliance with training standards; and
- d) ensure that an analysis of incidents, where restraint has been required, is analysed and reviewed by management to decipher any patterns and to ensure good practice.

This is in order to comply with Regulation 4(1)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'My care and support meets my needs and is right for me' (HSCS 1.19) and '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).

This requirement was made on 20 May 2024.

Action taken on previous requirement

There was no longer a focus on utilising environment controls for de-escalation. Personal plans detailed individual strategies that considered young people's emotional wellbeing. Individual strategies could have been more detailed to support staff in their response to crisis or distressed behaviours.

Staff felt that personal planning provided them with the information they required to support young people. Incidents that had taken place evidenced that these were being consistently utilised and updated when required.

New training around restraint had been implemented for all staff, which sought to promote a culture of minimising this approach. This had subsequently been an ongoing topic of learning and development in supervisions and team meetings.

This requirement has been met.

Met - within timescales

Requirement 4

By 2 September 2024, the provider must implement an approach to care that effectively upholds children and young people's legal and human rights.

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

- a) ensure that all young people have access to responsible adults outside the service who always act in their best interests, including advocacy;
- b) promote a transparent and collaborative approach to care and support that offers children and young people the opportunity to participate meaningfully and easily in decisions affecting them; and
- c) inform all young people of any changes to their legal orders and ensure their views are recorded and shared with relevant external professionals.

This is in order to comply with Regulation 4(1)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'I am supported to understand and uphold my rights' (HSCS 2.3) and 'I am as involved as I can be in agreeing and reviewing any restrictions to my independence, control and choice' (HSCS 2.6).

This requirement was made on 20 May 2024.

Action taken on previous requirement

We continued to find that the provider had no independent advocacy arrangements for young people arriving from out with Scotland. Despite this, the service had worked hard to ensure that young people had access to adults out with the service who could advocate on their behalf and who visited the service regularly.

Personal planning and risk assessments had been completed in collaboration with young people. The approach ensured that young people's voices were at the centre of their plans so they could participate meaningfully in decisions affecting them.

Young people's legal orders were present in their files. We heard from external professionals that consent to the placement was sought by the service for young people who arrived from out with Scotland.

This requirement has been met.

Met - within timescales

Requirement 5

By 2 September 2024, the provider must carry out effective matching analysis to ensure that all arrivals are in the best interests of all young people.

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

- a) ensure that the service can legally fulfil the care and support being requested based on their conditions of registration;
- b) provide a detailed assessment of how the service plans to support identified risk or need for young people referred to the service; and
- c) provide an analysis of how the arrival of any new young person may impact on young people already living in the service, and how this will be supported.

This is in order to comply with Regulation 4(1)(a) and Regulation 15(b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'I am in the right place to experience the care and support I need and want' (HSCS 1.20).

This requirement was made on 20 May 2024.

Action taken on previous requirement

The provider had taken legal advice in respect of new arrivals to the service.

Matching documentation required further analysis present to evidence how the team planned to support identified risk and need of young people referred to the service.

There was a formal structure for assessment around matching in place, however, there was a lack of subsequent analysis to justify decision making around individual placement decisions.

This requirement has not been met and we have agreed an extension until 16 January 2025.

Not met

Requirement 6

By 2 September 2024, the provider must evidence effective assessment around the decisions and provision of staffing levels to meet the needs of children and young people in your care.

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

- a) ensure that staffing assessments appropriately analyses changes in staffing levels; and
- b) ensure that there are processes in place to conduct a staffing needs assessment before a young person is

admitted to the service.

This is in order to comply with Regulation 15 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'My needs are met by the right number of people' (HSCS 3.15) and 'People have time to support and care for me, and to speak with me' (HSCS 3.16).

This requirement was made on 20 May 2024.

Action taken on previous requirement

A staffing needs assessment was present. However, further developments were required to ensure that it was effective and captured staffing needs and arrangements based on young people's needs and risks. The provider had been provided with the Care Inspectorate "Guidance for providers on the assessment of staffing levels in: premises-based care services" to ensure that this is actioned.

This requirement has not been met and we have agreed an extension until 16 January 2025.

Not met

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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