

Gillburn House Care Home Service

Gillburn House
Gillburn road
Dundee
DD3 0AB

Telephone: 01382 436 580

Type of inspection:
Unannounced

Completed on:
3 December 2024

Service provided by:
Dundee City Council

Service provider number:
SP2003004034

Service no:
CS2003000495

About the service

Gilburn House is a residential care home provided by Dundee City Council. It is registered to care for up to four children and young people affected by complex disabilities.

The house is a single storey detached building located in a residential area to the North of Dundee and has four spacious single bedrooms, a large open-plan living and dining area, accessible bath and shower rooms, sensory room, kitchen and laundry. The house is surrounded by a large enclosed garden and the location provides easy access to local and central leisure facilities

About the inspection

This was an unannounced inspection which took place on 13 and 14 November 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 people using the service and their representatives;
- spoke with staff and management;
- observed practice and daily life;
- reviewed documents;
- spoke with visiting professionals.

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.

The provider of this service is a corporate parent, with statutory responsibilities to look after and accommodate children. This may mean that the duty to care for children and young people on an emergency basis, or with highly complex needs, is their highest safeguarding priority.

In these circumstances our expectations, focus on outcomes and evaluations remain identical to other providers. We may, however, provide some additional narrative in the body of the report to reflect the impact of these duties, should it be relevant to this particular service.

Key messages

Young people who lived in Gilburn House were safe and protected from harm.

Young people were cared for with love, warmth and compassion.

Understanding young people's physical health needs was a strength of the service.

The service needs to be more aspirational and focussed on young people reaching their full potential.

Quality assurance should improve to monitor aspects of service delivery.

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 made an evaluation of good for this key question, as there were a number of important strengths, which outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a positive impact on the young people's experiences

Young people living in Gillburn house were protected and cared for by a team who had a good insight into each person's unique needs. Understanding the complex health conditions that impacted upon the young people was fundamental to day-to-day safety and this was a particular strength of the team. Connected relationships ensured that the caring adults were attuned to indicators of risk and the staff had a good foundation of knowledge in relation to their role in protecting the people they cared for. To strengthen this understanding, we asked the manager to repeat the previously delivered specialist learning disability protection training to newer staff who had recently joined the service.

Life in Gillburn was stable and predictable and the loving approach to care offered young people a nurturing experience. The staff developing understanding of the impact of trauma was beginning to contribute to this positive culture and the organisational commitment to people staying in the service created certainty for people.

Young people were cared for by a team who were part of an effective, multi-agency network that was responsive to people's changing health. Leaders had a good understanding of people's rights and advocated on behalf of young people who faced barriers in communicating their health needs and experiences. This ensured young people's physical health needs were promptly addressed. The service had supported staff to competently administer medication, but the quality assurance process was not robust enough to ensure the process was consistently safe and effective. **(See area for improvement 1).**

Since the last inspection young people have had more opportunities to spend time out with the house and some of their interests had been promoted, but the impact of staff shortages had continued. We made an area for improvement at the last inspection to reflect this and whilst leaders had worked hard to promote consistency and ensure people's care was safe, a more robust staffing assessment was required that reflected young people's global needs. **(See area for improvement 2).**

Overall, there were positive outcomes for young people, but these were weighted towards positive physical health. Care was individualised and desired outcomes were identified in personal plans, but young people's potential was stifled as the service lacked an assertive vision that was driven by a robust understanding of best practice, self evaluation and aspirations for young people. **(See area for improvement 3).**

Areas for improvement

1. To prioritise young people's safety, the service should ensure that robust quality assurance processes are in place. This should include but is not limited to , implementing an audit of medication that scrutinises all aspects of administration, record keeping and storage.

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

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

2. To support young people's development and promote positive outcomes, the provider should ensure a mechanism for assessing staffing arrangements, based on the needs of young people, is in place.

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

'My needs are met by the right number of people'. (HSCS 3.15)

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes'.

(HSCS 3.14).

And to comply with section 7 of the Health and Care (Staffing)(Scotland) Act 2019.

3. To support young people to reach their potential, the service should develop the vision for the service that is based on best practice.

This should include but is not limited to:

- undertaking a team wide exercise in self evaluation, using validated methods, to determine what is working well and what needs to improve;
- developing an improvement and training plan that is informed by relevant research, current guidance including UNCRC and The Promise.

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

'I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential'. (HSCS 1.6).

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 young people's wellbeing and safety, the service should ensure staff are confident in understanding their role in assessing, documenting and managing risk. This should include, but is not limited to, implementing a model of risk assessment that recognises all aspects of young people's vulnerability, and which informs support plans that clearly details how risk will be managed and mitigated.

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

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

This area for improvement was made on 1 November 2022.

Action taken since then

The service had reviewed the existing model of risk assessment and improved the quality of recording. The organisation is scoping alternative models of risk assessment. The service delivered bespoke training to the team that reflected the needs of the young people they care for.

This area for improvement has been met.

Previous area for improvement 2

To support positive outcomes for young people and ensure they regularly get the most out of life, the provider should undertake a review of the current staffing levels within Gilburn House to ensure staffing levels safely enable this.

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

'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors'.
(HSCS 1.25).

This area for improvement was made on 1 November 2022.

Action taken since then

The service has successfully recruited to new posts. Day to day needs are captured in daily planning. The current staffing assessment does not meet the expectations of current staffing legislation, thus this area for improvement will be repeated and amended to reflect this.

Previous area for improvement 3

To optimise young people's experiences, the service should ensure continuous improvement is well informed. This should include but is not limited to, review and update of the service development plan that reflects stakeholder feedback and evaluation of quality assurance processes.

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

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 1 November 2022.

Action taken since then

External managers have implemented key performance indicators that underpin the service's model of quality assurance but some aspects still need to improve. A service development plan is in place but this is not robustly focussed on best practice and informed by self evaluation, thus this area for improvement will be repeated and updated to reflect the findings of this inspection.

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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