

Rossie Secure Accommodation Services

Secure Accommodation Service

Rossie Young People's Trust
Montrose
DD10 9TW

Telephone: 01674 820 204

Type of inspection:
Unannounced

Completed on:
22 January 2025

Service provided by:
Rossie Young People's Trust

Service provider number:
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Service no:
CS2003001447

About the service

Rossie Secure Accommodation Services is provided by Rossie Young People's Trust, an incorporated association and registered charity. The trust has oversight from a board of governors. The service offers a total of 18 places to young people, with an additional emergency bedroom.

The service is situated in a rural location, approximately five miles from Montrose. The building is divided into three houses, each with six en suite bedrooms. Each house has a living room, dining room, kitchen, an additional space for young people to use and a staff office.

Additional facilities include a welcome room, meeting and family rooms, fully equipped dental and medical rooms, and catering kitchen. The service also has a secure, purpose-built education facility, gym, indoor swimming pool, boxing ring and a secure outdoor space which includes an outdoor gym, climbing wall, and all-weather pitch.

There was also a bespoke education facility offered through a Forest school, which allowed young people to learn and develop skills in an outdoor environment. The extensive grounds are used to facilitate outdoor activity and education, and include gardens, polytunnels and a sensory area.

About the inspection

This was an unannounced inspection which took place on 14, 15, 16, 22, 23 January 2025 between the hours of 09:00 and 23:30. The inspection was carried out by four 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:

- spoke with 13 people using the service and fifteen of their family and representatives
- spoke with 31 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

The Care Inspectorate is a member of <https://www.nationalpreventivemechanism.org.uk> - a group of organisations designated to monitor the treatment and conditions of those people who have been deprived of their liberty. This includes children and young people in secure care.

During our inspection year 2024-2025 we are taking a closer look at how secure accommodation services maintain and promote young people's safety and rights, if the restrictive practice of seclusion is used. This includes examining culture, policy, practice and outcomes. Any areas for improvement will be highlighted in this report.

Key messages

- Young people were enabled to take safe risks.
- The leadership team was aspirational, and driven to develop the service.
- Staff were highly reflective and this was embedded by a model of practice.
- Young people were included and well prepared when moving in and out of the service.
- There was courageous approach to reducing restrictive practices.

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 significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question 7.1 as very good.

Young people felt safe whilst living at Rossie. We found that the strength of relationships with staff, alongside the inclusion of young people in their care created a strong sense of safety. Staff were pro-active in planning to prevent risks, and confident in the support they offered. Young people told us, "Staff know how to support me."

There was good access to advocacy services for young people. We found there was sustained input from 'Who Cares' advocacy, and young people were aware how to access this service. Young people had also been given the opportunity to attend the Scottish Parliament to share their views.

The service had a robust approach to child protection, and leaders were confident in their approach. There was strong partnership working alongside the local authority, to ensure young people were listened to. Young people told us, "I could tell someone if I had any concerns." This ensured young people had confidence in the service to listen to them and keep them safe.

Aspirational developments had taken place to support the reduction of restrictive practices. This was informed by in-depth analysis, reflection from incidents and regular training. Staff had a good understanding of seclusion, but more importantly pro-active strategies which could be used to prevent this. We observed times where young people's emotions were heightened, and staff managed this well through positive touch and their strength of relationship. This led to young people feeling understood, and included as staff regularly asked them about their feelings on restrictive practices.

Searches were carried out with a trauma responsive approach which respected the young people's views. Young people told us, "They always have respected my wishes around how searches are carried out." This ensured young people felt respected and listened to.

There was compassionate and caring relationships between staff and young people. Young people told us, "Staff are very good at making relationships, and they are very hard to break." We observed some lovely interactions of positive touch, which were skilfully managed by staff and a high level of patience. These interactions helped young people feel a sense of love and care.

Risk enablement was a strength in the service, which supported many positive outcomes. Pro-active planning alongside an in-depth understanding of dynamic risk, gave the opportunity for young people to make monumental achievements. We saw how young people had the opportunity to work in the barista cafe, use tools to make crafts and experience time in the community. This was pivotal in ensuring young people were empowered to experience risk, and help them succeed when they moved on.

Young people were supported to make lifelong memories and try new experiences. We found there were many opportunities to have fun including skiing trips, karate and boxing instructors hosting sessions, as well as individual trips for beauty treatments. There had also been a significant investment with the gym and swimming pool which had been renovated. Young people were also excited that the service had supported their request for a boxing gym, which was well used. Alongside this the service had regular events to promote a sense of community and fun.

There was a clearly defined assessment pathway on arrival for physical and mental health that informed intervention plans for young people. We found a well-resourced and trained specialist intervention and healthcare team that were equipped to meaningfully provide a person-centred approach to wellbeing intervention. We observed these teams to be passionate and present within the houses, providing positive role modelling and support to young people. This ensured young people were supported with their health and wellbeing.

We found an inclusive and passionate approach to supporting families. The service had welcomed families along to fun days to allow them to spend quality time together, and make fun memories. There was also a passion to develop further opportunities outwith the service where possible for families to spend time together. Parents told us, "Everyone is caring, supportive and kind to my family." This helped young people feel included, and build family memories.

Education offered a range of bespoke and exciting opportunities for young people. There was flexibility for young people to learn in their house, outdoors or in the barista cafe. Young people told us, "I'm excited to be working towards gaining more qualifications." We found where young people were of school leaving age, their views on education was respected and a routine put in place around their wishes. This supported a learning culture which supported young people to achieve.

The service was enthusiastic in ensuring young people had the correct support when moving into or leaving the service. We saw how they had visited services and presented on the care of the young people to ensure they could meet their needs. Young people who had lived at the service were also supported to come back and visit at any stage of their lives. There had also been the introduction of care journeys which captured young people's experiences and achievements. This ensured that young people were cared for by those who were able to meet their needs and allow them to thrive.

Care planning was dynamic through daily meetings, regular reviews and meetings with external professionals. We found that the language used was person-centred, trauma informed and captured the young people's personality. There was SMART (Specific, Measurable, Achievable, Realistic, Time-bound) goals included which allowed young people to see the achievements they had made. It was clear staff knew the young people well, and were committed to ensuring their views were captured in the care they received.

We evaluated this key question 7.2 as excellent, where performance was innovative and sector leading.

The senior leadership team were aspirational and were key to the empowering culture in the service. There was a very strong commitment to provide continuous professional development for staff at all levels. We also were impressed with the developments which had taken place in the service. These included the introduction of communication devices which took into consideration the sensory needs of young people. There was a very positive introduction of a new system which had the ability to enhance care by providing alerts when young people were at risk in their bedrooms, or provide their location in the room to ensure safety of everyone when entering the room. These were key enhancements to provide safe care, which supported positive outcomes.

External managers were highly motivated and fundamental to creating an open, transparent and innovative culture. There high level of visibility in the centre alongside excellent communication had been key in building a trusting team. This was evident in the in-depth level of reflection from staff where they agreed for CCTV to be used of their practice to reflect and learn. This was well attended by staff and something which will continue to be utilised to enhance learning. We also saw how the service had developed new policies ahead of the implementation of new legislation, and delivered information sessions on this to the

team. This led to staff feeling empowered and confident that the organisation would listen to and act on any matters raised.

Senior leaders were courageous in their approach to ensure they could meet the needs of the young people. The confidence in their innovations ensured risk was minimised and relationships developed to produce very good outcomes for those they cared for. The dedication to sharing information when young people moved on was instrumental in ensuring transitions were successful. We also saw how the service had been forward planning for the commencement of The Care and Justice Scotland 2024. This ensured the young people were able to get the care they needed with staff who were responsive to their needs.

There was a considerable investment in staffing to ensure the young people were well supported. A fundamental part of this was the system the service had in place to ensure the correct compliment of staff were on shift with experience and training. Alongside this there was also a creative development focus on retaining staff and the introduction of new reward schemes and training opportunities. The expansion of the reflective practice model had been a significant asset to the organisation which created a safe, and reflective culture. We were impressed with the organisations commitment to continue to offer this opportunity to staff and embrace this as a foundation of their care.

We found recruitment processes was thorough and attracted a high calibre of staff. The process included the young people views and safer recruitment principles were in place. The induction process was also of a high quality and ensured staff were confident in their roles and also provided a mentor to support them through their probation period. The development plan within the service focused on future investments to enhance staffing in the future.

Excellent and robust self-evaluation was an integral part of the organisation in promoting positive outcomes for young people. We found any areas where we recommended future development were already recognised by the senior leaders and evidenced in self-evaluation and development plans. The current research which is underway to support future developments is aspirational in supporting positive outcomes and embracing a reflective culture. We recognised this innovative approach created stability and enhanced the culture within the organisation.

The organisation was committed to incorporating 'The Promise' in service development. The investment of a recording system for incidents, provided very insightful analysis. This was key to the services journey to reducing restrictive practices. There was also a focus on expanding the experiences for young people when spending time with their family. This ensured the service developed to help support positive experiences for young people and their families.

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
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	6 - Excellent

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