

Aspris - Waterside School Care Accommodation Service

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Type of inspection:
Unannounced

Completed on:
27 January 2025

Service provided by:
Aspris Scotland Ltd

Service provider number:
SP2010011131

Service no:
CS2017354771

About the service

Waterside is a school care accommodation service for young people that is provided by Aspris Children Services. The young people attend the service education provision in the local area or have progressed to college or other education.

Aspris Waterside is a large 5-bedroom home situated on the outskirts one of the major towns in North Ayrshire. The house sits within its own gated grounds. Adjacent to the main building is a 1 bedroom cottage.

The house has a large lounge, kitchen and dining area, conservatory and upstairs recreational area. The lounge area has a large TV for the young people to utilise. The conservatory is used for group activities such as board games and arts & crafts or for a more private area if the main lounge is being used. The upstairs area has a large TV and games console, as well as information resources for young people.

There are five large bedrooms each with double beds and en-suite.

The cottage at Waterside has 1 lounge with a large TV for the young person to use, 1 kitchen, 1 shower room and bedroom.

About the inspection

This was an unannounced inspection which took place on 23rd January 2025. 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 young people using the service and two of their representatives
- Spoke with three staff and management
- Observed practice and daily life
- Reviewed documents

Key messages

- The service staff had worked hard to maintain positive and nurturing relationships with the young people.
- Young people reported feeling secure and safe in the service's care.
- Young people's health, both physical and mental, was prioritised and positive outcomes were being achieved.
- Young people were learning personal skills in how to manage their emotions with notable reductions in the need for restrictive practices by staff.
- Young people were being successfully supported in their aspirations in school and in college for those who had progressed to further education.

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 had formed positive, supportive and nurturing relationships with the young people. We observed very good-natured exchanges between them. Good humour was being used alongside sensitive and assertive statements in providing appropriate guidance to young people. The young people told us that they felt safe and could identify particular staff members that they would trust and confide in.

Staff also worked with parents and external partner agencies to maintain the safety of young people during more difficult situations. We were aware that a situation that had occurred had been responded to appropriately, however the analysis of the situation revealed gaps in some staff's knowledge. We have identified this as an area for improvement (see Area For Improvement 1)

Whilst continuing care arrangements were open to the young people, none had chosen to accept this. The service provider is developing a continuing care policy and in the meantime, has published a continuing care statement. From this it can be seen that young people's rights, with regard to continuing care, were respected. Similarly, some young people were being successfully supported to transition to more independent living, per their aspirations and wishes. Support to access independent travel was also offered where this was preferred by young people and appropriate for their development. A social worker commented that the service were '*...great with plans on how to develop independence. Modelling and teaching basic chores, ...teaching how to cook (their) own meals.*' They were also appreciative of the staged steps the service took with the young person in progressing the aims of their care plan.

Young people were offered various activities to participate in. Although the service is in a semi-rural location, the staff offered young people to access community activities. Young people were engaging with these activities on occasion. Day trips to places of interest offered positive, stimulating, new experiences and opportunities. Young people were also entertained at events, such as music concerts for example, and enjoyed celebratory parties for birthdays. In addition to promoting young people's interests these events offered positive social interaction for young people and nurtured their sense of identity.

The young people's physical and mental health was a priority for staff. The staff, in consultation with external stakeholders and specialists, were accessing the appropriate resources for young people and successfully engaging some young people in discussions regarding their well-being. Through these discussions, staff were aiming to strengthen young people's emotional resilience and positive mental health. One social worker commented that '*given the circumstances for (the young person) at the point of admission to the home, the turnaround has been tremendous.*'

Young people meet regularly with family members and others of significant importance to them. Staff either facilitated this directly or enabled this through supporting travel. Young people were therefore reassured that important relationships would be maintained, whilst family members were also assured of the children's wellbeing and progress of the care plan.

The importance of education was recognised and promoted. Those who attended school were achieving well, whilst others had been successful in gaining work experience and placements to support their employment aspirations. These further learning opportunities for young people, in line with their interests, were proactively supported by staff. Subsequently young people's feelings of self-worth and achievement were positively nurtured.

Care plans were developed with the participation of the young people to ensure their views were heard in these processes. The plans were individualised with goals set for each young person's needs. Clear, detailed assessments had been completed in relation to various risks and needs and informed staff of strategies to work with young people to manage these risks.

One social worker commented that *'Overall they (the service manager and staff) have done a fantastic job; the difference is night and day and it is down to Waterside.'*

Areas for improvement

1. To support the achievement of positive outcomes for children and young people, the provider should ensure that all staff providing care to the young people are familiar with all young people's care plans and risk assessments. This should be evidenced through robust quality assurance of recording tools.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 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), I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty, (HSCS 3.18) and I experience stability in my care and support from people who know my needs, choices and wishes, even if there are changes in the service or organisation. (HSCS 4.15).

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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