

20 Barochan Road Care Home Service

Johnstone

Type of inspection:
Unannounced

Completed on:
8 October 2024

Service provided by:
Renfrewshire Council

Service provider number:
SP2003003388

Service no:
CS2003001265

About the service

20 Barochan Road is a residential children's house owned and managed by Renfrewshire Council. The house can accommodate up to six young people. The house is a purpose-built property located on the outskirts of Johnstone. It has a large garden and grounds, with local amenities in close proximity.

About the inspection

This was an unannounced inspection which took place on 17 September 2024 between 12 noon and 8pm, 18 September 2024 between 9am and 5.30pm and again on 7 October 2024 during the hours of 8.45pm and 10.15pm. 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:

- spoke with four young people
- spoke with nine members of 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 rights to continuing care, and how children and young people are being helped to understand what their rights to continuing care means for them. Any areas for improvement will be highlighted in this report.

Key messages

- Young people benefited from caring and nurturing relationships with staff.
- Some approaches to risk management were not robust.
- Young people's health and wellbeing was a key focus.
- We repeated an area for improvement from the last inspection about SMART (specific, measurable, achievable, realistic and timebound) personal plans.
- Quality monitoring of experiences and outcomes for young people could be improved.

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?	3 - Adequate
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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?

3 - Adequate

We made an overall evaluation of adequate for this key question, identifying areas where performance needed to improve. Quality indicator 7.1 was assessed as good, recognising a number of important strengths.

Young people who spoke with us during inspection said that they felt safe at Barochan Road. There was strong evidence of stable, caring and nurturing relationships with young people, which created supportive bonds and opportunities to thrive, within a high quality living environment.

Some approaches to risk management were not robust. The lack of an effective incident reporting system had the potential to increase the likelihood of risk, and where multi-agency involvement provided oversight of the management of risk to young people, this could have included more regular review of progress. Inconsistently applied protocols where young people were considered as 'missing', had likewise the potential to increase risk to young people (see requirement 1).

It was pleasing to see that young people were achieving in education. They were benefitting from taking part in courses which introduced them to employment and supported their interests. We also noted that for a few young people, achieving good physical and mental health and excelling in chosen sports, was very important to them. For young people less involved in the community, staff continued to encourage them to participate in their personal interests. Access to the local gym and good quality home-made food, supported a healthy outlook for young people and opportunities to cook and bake in the house, provided fun and a sense of achievement. Young people contributed to activity planning, enjoying holidays, go karting, football and theme nights. The Barochan Banter news editions and photographic scrapbooks provided a cheerful way of highlighting some of their experiences.

Staff worked hard to encourage participation and create positive routines with young people to support their health and wellbeing. Where more specialised health and wellbeing supports were needed, the service was proactive in referring to the appropriate services; ensuring young people's health needs were being met. Spending time with friends and family was also important to young people and where support was needed to sustain family relationships, staff were sensitive in enabling and encouraging meaningful connections with important people.

Since the last inspection, the change in leadership had been positive. Staff morale was positive overall, and the new manager was committed to promoting good outcomes for young people.

We saw that aspects of service improvement were evidenced through improvement planning, and this incorporated a focus on improving outcomes for young people. We advised that personal plans for young people could be SMARTer. We discussed during inspection feedback, how this improvement work could be taken forward and highlighted the importance of the young person's voice, in informing their plan. We identified this as an area for improvement at the last inspection and we have repeated this at this inspection (see area for improvement 1).

Some quality monitoring practices were in place and records were periodically sampled by the manager. We advised that the approach to oversight of young people's care and support could be more robustly implemented. We provided examples of how this could be achieved.

Whilst we were assured that external management had detailed understanding of young people's needs and risks, quality assurance was inconsistent, and overall governance should be strengthened. This impacted on the important role in safeguarding and monitoring the quality of young people's experiences and outcomes (see area for improvement 2).

Requirements

1. By 17 March 2025, the provider must make proper provision for the health, welfare and safety of young people.

The provider must at a minimum:

- a. Ensure that an incident recording and reporting system is in place which helps to accurately identify patterns, to support risk management.
- b. Ensure that where there is increased risk to young people, multi-agency review of progress is strengthened.
- c. Ensure that individualised 'missing' protocols are consistently applied to promote young people's safety.

This is in order to comply with Regulation 4(1)(a) 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 that:

'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS, 4.11).

Areas for improvement

1. To support children's wellbeing, learning and development, the provider should ensure that care plans are informative and accurate.

This should include, but is not limited to, ensuring that the information is consistent, and goals are SMART.

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 consistent and stable because people work together well' (HSCS 3.19).

2. To support the health, welfare and safety of young people, the provider should ensure internal quality assurance processes, including regular audits, are being formally undertaken by management. This includes external management having effective governance and oversight of the service in all areas of care and support for young people.

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).

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 children's wellbeing, learning and development, the provider should ensure that when impact assessments determine risks and safety concerns for young people, the appropriate placement is found.

This should include, but is not limited to, ensuring that if risks are identified in the assessment which impact the ability to keep a young person safe, then an appropriate placement is found.

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

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

This area for improvement was made on 14 September 2023.

Action taken since then

We reviewed impact assessments and these determined known risks and safety concerns, for young people coming to live in the house, as well as, those already living there.

This area for improvement is met.

Previous area for improvement 2

To support children's wellbeing, learning and development, the provider should ensure that care plans are informative and accurate.

This should include, but is not limited to, ensuring that the information is consistent, and goals are SMART.

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 consistent and stable because people work together well' (HSCS 3.19).

This area for improvement was made on 14 September 2023.

Action taken since then

We have repeated this area for improvement at this inspection, as further improvement was highlighted.

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?	3 - Adequate
7.1 Children and young people are safe, feel loved and get the most out of life	4 - Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	3 - Adequate

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