

Knightswood Hall of Residence School Care Accommodation Service

Knightswood Secondary School
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Type of inspection:
Unannounced

Completed on:
31 January 2025

Service provided by:
Glasgow City Council

Service provider number:
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Service no:
CS2006132080

About the service

Knightswood Hall of Residence accommodate up to 90 children and young people, aged 11 to 19 years, who attend the Dance School of Scotland for dance and musical theatre. It also accommodates a small number of music students who attend the specialist Music School at Douglas Academy.

The residence provides for double occupancy bedrooms with ensuite facilities. Comprising four floors, the residence has a range of communal and private areas, including a large lounge/dining area and spacious outdoor patio and garden. There are also a number of dance and music practice suites on the ground floor, while upper floors each have a small kitchen area.

About the inspection

This was an unannounced inspection which took place on 20 January 2025 between the hours of 11.45 until 21.00 and again on 23 January 2025 from 12.15 until 20.15. The inspection was carried out by two inspectors.

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 directly with 25 young people using the service and received 44 responses to our survey. We also received feedback from 41 parents/carers
- spoke with nine members of staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Overwhelmingly young people felt well cared for and happy.
- Some young people felt that rules were not always fair.
- Staff must be given adequate training for the roles they are to perform.
- Child protection procedures must be implemented effectively.
- Risk assessment should be improved.
- There were very good opportunities for young people to express their views and influence improvement.
- A change in leadership in the residence had made a positive impact.
- Staff supervision should be improved.
- Quality assurance practices should 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 evaluated this key question as adequate, where strengths only just outweighed weaknesses.

All young people told us that they felt safe staying in the residence and that they could always speak with a member of staff if they needed support. Young people spoke about developing supportive relationships with key workers and of the importance of friendships they had with other young people. Young people said they felt well cared for and were happy.

Clear rules for all year groups were well understood by young people, if not entirely acceptable to all. For example, there were mixed views about some year groups not being permitted to go into each other's bedrooms. This was a key concern for some young people who felt that this was an unnecessary rule. They felt it impacted on their ability to relate to their friends in private, making it difficult to form relationships naturally with others, spending time together only in communal space. There were many considered perspectives about this rule and decision making was clear about managing potential risk. We advised that continued monitoring of the experiences of all young people should be evidenced to assess impact over time.

In our discussions with staff, we were confident that there was good awareness of the presenting needs of young people, but where needs were more complex, training for staff did not address their deeper understanding of required supports for some young people. Child protection training needed to be more robust, including applying policy to practice and improving upon existing recording and reporting processes. A comprehensive programme of learning and development must be established and implemented for all staff. **(See Requirement 1)**

As part of this inspection, we followed up on actions taken as a result of child protection concerns. It was clear that the process had not taken full account of national guidance and best practice in child protection. We acknowledged that upon becoming aware of potential risk to young people, the provider took steps to remove any immediate risk. Actions taken thereafter offered less assurance of the continued safety and wellbeing of young people. The provider must ensure that child protection procedures follow national guidance, and that recording and reporting of any protection concerns provide full detail of the circumstances regarding the concern and the response taken to safeguard all young people. **(See Requirement 1)**

Relationships between young people and staff were trusting and supportive. All parents who responded to the survey felt that adults responsible for supporting their child's wellbeing did this well. In our discussions with young people, they told us that they 'love boarding,' that staff are 'nice to us' and they are 'caring and kind.' We spoke with members of staff who conveyed warmth and compassion for young people. There was recognition of complex issues impacting some young people, but risk assessment for those young people was not satisfactory. Risk was not clearly stated and strategies for reducing risk offered limited assurance of the effectiveness of any intervention. We asked the provider to improve the quality of risk assessment and to ensure that records are signed and dated. **(See Area for Improvement 1)**

There were opportunities for young people to influence decisions through various year group meetings, social and food committees. Records confirmed their ability to express their views about where improvement could be made. The provider was responsive to suggestions and several young people and parents commented on the quality and choice of foods available. Whilst some felt that it could be better, we heard of improvements, including the addition of the salad bar, the introduction of pasta and items on the menu which many young people preferred.

Young people whose ambition and aspiration for a future in vocational dance and musical theatre, were supported to achieve their dreams through hard work, commitment and practice. Strong links with school and impressive facilities also enabled young people to maximise opportunities for attainment, while optimising their ability in their chosen field.

While evaluating the quality of experience for young people, we took account of the change in leadership in the residence, since the previous inspection. This change has been well received by those involved in the inspection, who commented on a clear drive and commitment to improvement. During our review of records and through discussion with staff, it was clear that staff felt supported in their day-to-day practice but felt that the quality and frequency of staff supervision could be improved. We agreed with this and advised of the importance of recording how the learning and development needs of staff will be met. **(See Area for Improvement 2)**

The staff team had responded flexibly throughout a period when staffing levels remained challenging. With staff recruitment underway, it was expected that workloads would be reassessed, when at capacity. An important aspect of ensuring positive experiences and outcomes for young people was that of quality assurance. Although there was some evidence of quality monitoring, we advised that more robust systems and processes were needed to evidence the impact of those experiences for young people. **(See Area for Improvement 3)**

Opportunities for young people and families to express their views and be included in decisions, was well evidenced in the improvement plan for the residence. We also acknowledged that initial self evaluation had begun to assess performance and we would encourage this approach. We acknowledged meetings provided regular time to agree and act on key priorities, with weekly senior leadership meetings highlighting shared priorities.

Requirements

1. By 1 May 2025, the provider must ensure the safety and wellbeing of all children and young people.

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

- a) ensure that all care staff receive training for the work they are to perform. This includes, but is not limited to, child protection and trauma informed practice; and
- b) ensure that child protection procedures are implemented effectively.

This is to comply with Regulations 4(1)(a) (Welfare of Users) & 15 (b)(i) (Staffing) 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 am protected from harm, neglect, abuse, bullying, and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

Areas for improvement

1. To ensure the safety and wellbeing of all young people, risk assessment should state clearly the identified risk and should include strategies for reducing risk.

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 because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm' (HSCS 3.21).

2. To ensure that young people receive high quality care and support, formal supervision for staff should be implemented in line with policy. The provider should evidence how learning and development needs of staff will be met.

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).

3. To ensure all young people experience positive experiences and outcomes, the provider should implement robust systems and processes to quality assure the provision 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

The provider should secure a suitable outcome in respect of the quality of food for children and young people using the service.

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

'I can choose suitably presented and healthy meals and snack, including fresh fruit and vegetables, and participate in menu planning' (HSCS 1.33)

and

'My meals and snacks meet my cultural and dietary needs, beliefs and preferences' (HSCS 1.37).

This area for improvement was made on 26 September 2019.

Action taken since then

We noted improvement to the choice and quality of foods available to young people. We will continue to review the experiences of young people.

Previous area for improvement 2

The service should improve the effectiveness of quality assurance and quality monitoring practices.

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 26 September 2019.

Action taken since then

We have identified an area for improvement with regard to quality assurance processes and practices and will review progress at the next 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?	3 - Adequate
7.1 Children and young people are safe, feel loved and get the most out of life	3 - Adequate
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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