

The Good Shepherd Close Support School Care Accommodation Service

The Good Shepherd Centre - Close Support
Greenock Road
Bishopton
PA7 5PW

Telephone: 01505864500

Type of inspection:
Unannounced

Completed on:
21 February 2025

Service provided by:
The Good Shepherd Close Support

Service provider number:
SP2013012182

Service no:
CS2013321127

About the service

The Good Shepherd Close Support service is a registered school care accommodation service providing residential care and support for up to nine young people, aged between 12 and 20.

The service consists of Lomond House, accommodating up to six young people, and Hillview Cottage, accommodating up to three. The service is situated in a rural setting near Bishopton, Renfrewshire, where a small selection of shops and community services can be accessed.

Young people arrive in the service both from the community - placed by local authority social work departments - and from the secure accommodation service (Good Shepherd Centre Bishopton) which is located in the same grounds. The close support service therefore, shares senior management, the majority of policies and procedures and some facilities with the secure service.

All young people in the close support house have their own en-suite bedroom and share a communal lounge, dining area, kitchen and additional sitting/games rooms.

Young people living in Hillview Cottage have their own bedrooms and share kitchen, lounge and conservatory space. They have access to their own private garden.

Additional facilities the young people have access to include a gym, fitness suite and outdoor sports pitch and young people living in both parts of the service benefit from access to the substantial grounds.

The service provider is The Good Shepherd Close Support, a private company limited by guarantee and a registered charity.

About the inspection

This was an unannounced inspection which took place on 18, 19 and 20 February 2025. 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 people using the service, and their family;
- spoke with staff and management;
- observed practice and daily life;
- reviewed documents;
- spoke with visiting professionals.

Key messages

Young people were safer as a result of living at The Good Shepherd close support service.

Management of risk was carefully and responsively considered, highly individualised and proportionate to need.

Effective partnerships with young people, family and social workers led to shared decision making and accountability.

Young people were cared for by a caring, nurturing team who built meaningful, trauma responsive relationships.

Young people's rights underpinned practice and the leadership culture in the service.

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 young people, therefore, we evaluated this key question as very good.

Young people living in Lomond House and Hillview Cottage were physically and emotionally safe. For those living in Lomond House, all risk informed restrictions were sensitively and carefully considered in partnership with young people, their families and external professionals. This led to collaborative and accountable decision making that protected young people, whilst upholding their rights. Highly individualised risk management and support plans were based on a very good understanding of young people's needs. The culture of responsive care ensured young people were not subject to unnecessary restrictions for longer than was necessary

All young people were protected by confident, skilled staff who developed, safe, trusting and connected relationships with them. This offered young people non-judgemental opportunities to explore and learn from their experiences. They had good access to a range of professionals external to the service and staff were proactive in addressing any unmet need. Working effectively with professional partners was a strength of the service, one social worker told us, 'my young person has benefitted greatly from their time in the service as we have all worked together in their best interest'.

The relaxed and fun atmosphere of both houses and the deeply caring, respectful practice of the staff teams, led to therapeutic and stable care for young people. The strength of relationships with the caring adults offered young people support to safely learn to repair relationships when things had been difficult. As a result, incidents of restraint were very low, proportionate to risk and only used as a last resort to keep people safe.

Young people experienced warm nurturing relationships that supported them to recover from previous experiences. These positive relationships were enhanced by wellbeing interventions and collectively offered young people opportunities to develop new skills, navigate risks differently and have hope for the future. One young person told us, 'Every staff member cares here and I don't know where I would be without them'.

Young people were treated with respect. This was reflected in relationships and in the tireless pursuit of leaders to ensure the environment was developed and maintained to the high-level young people deserved. The inclusive, rights-based culture in the service, meaningfully prioritised young people's views and ensured their need for safety was balanced with a right to freedom and choice.

Young people remained meaningfully and safely connected to those who were important to them. Families felt supported and valued. One person told us 'They have kept my child safe, they are fantastic, they keep me informed and I wouldn't have survived without them'.

Young people were engaged in learning through a highly individualised and flexible approach that built on their interests and strengths. A culture of aspiration, hope and persistence ensured all young people felt valued and believed they could achieve. One person told us 'I love school now and I hadn't attended for years before coming here'. Young people were becoming more resilient as a developmentally tailored approach to developing life skills equipped them to meet some of the demands of day-to-day life. This was sensitively balanced with nurturing care that recognised when young people need a bit more help.

The policy, culture and practice of the service demonstrated a commitment to young people remaining in the service, in a choice of environments that best suited their needs.

The newly implemented model of person-centred care planning, positively reflected and supported the highly individualised, aspirational approach to care that both Lomond House and Hillview Cottage provided for young people.

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 service should promptly conclude their assessment of this practice area to offer assurance that young people are not being deprived of their liberty. The legal advice should be shared with the Care Inspectorate and care practices should reflect both this advice and article 5 and 37 of the European Convention on Human Rights.

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

"If my independence, control and choice are restricted, this complies with relevant legislation and any restrictions are justified, kept to a minimum and carried out sensitively". (HSCS 1.3).

'My human rights are central to the organisations that support and care for me.'
(HSCS 4.1).

This area for improvement was made on 21 December 2022.

Action taken since then

The service concluded their own assessment of the legal, policy and practice factors that contribute to the safe, proportionate and rights based approaches to providing a close support service.

This was shared with the Care Inspectorate and as can be seen in the findings of this report, and the service continues to apply all of these principles to the running of the service.

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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