

Fort Street Residential Children's House Care Home Service

103a Fort Street
Motherwell
ML1 3RQ

Telephone: 01698 274 404

Type of inspection:
Unannounced

Completed on:
25 February 2025

Service provided by:
North Lanarkshire Council

Service provider number:
SP2003000237

Service no:
CS2009229562

About the service

Fort Street Children's House is a residential care service provided and managed by North Lanarkshire Council. It is registered to provide a care home service to a maximum of six young people, between the ages of 10 to 20 years.

The service is situated in a quiet residential area of Motherwell in North Lanarkshire. The house is a single-storey, modern, spacious house with ample gardens to the rear. There are six bedrooms, each with ensuite facilities.

About the inspection

This was an unannounced inspection which took place on 3 and 4 February 2025. The inspection was carried out by one inspector.

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
- spoke with 10 staff and management
- observed practice and daily life
- reviewed documents
- spoke with and received feedback from visiting professionals.

Key messages

- Young people had meaningful relationships with staff.
- Partners felt that managers and staff worked proactively with them to support young people.
- Relationships with family and friends were actively promoted.
- The quality of the environment was very good.
- Young people were supported and enabled to make informed choices and decisions for themselves.
- The house provided a safe place for young people.
- Personal plans should be SMARTer (specific, measurable, achievable, realistic and timebound).

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?	4 - 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?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for young people, and clearly outweighed areas for improvement.

Young people who had lived in the house for some time had very positive and meaningful relationships with staff. Their emotional and physical safety being a key priority. Time with family and friends was also actively supported where it was in young people's best interests. Feedback from family members described their relative's progress as 'having come on leaps and bounds' since coming to live in the house.

Partners described staff as being compassionate in their practice with young people. They said that staff provide a nurturing environment for young people, and they commented particularly on young people's progress since coming to live in the house, describing them as 'thriving.' Some said that supports had been 'incredible' and for a few young people it was supportive in offering them a chance to 'start again.' Partners said that communication with the manager and staff worked well, that they are positive role models for young people, and that respect is reflected in their approaches and responses. We agreed with these views and through our discussions with members of staff, we were assured that trauma informed approaches to meeting the needs and wishes of young people had made a difference to their lives.

Respect was also demonstrated in the quality of the accommodation, described by young people as 'nice' and by partners as 'immaculate.' A view shared by the inspector while assessing the range of involvement in young people's care plans, and through discussions with the manager and members of staff, we found many examples of proactive collaboration with partners and families, aimed at promoting positive experiences and reducing risk situations. Some young people having extensive supports from community based services, which aimed to promote informed choices and better outcomes.

Although adults involved in young people's daily lives were strong advocates for them, there was a clear understanding about the circumstances under which formal advocacy support for young people would be helpful. We found examples of where this had been supportive, including where young people were moving from living in the house to experiencing life in their own accommodation.

In our discussions with members of the team, it was clear that they recognised and understood the individual needs of each young person. For some young people, the importance of daily routines helped them to create a sense of structure which supported their wellbeing, and young people were supported to go at their own pace and make decisions for themselves. For others, it was equally clear that staff had a depth of understanding which helped to guide young people to make informed choices, promoting their strengths while being mindful of the barriers to young people's success. Relationships with staff were a critical element of much needed stability in young people's lives. Having a safe place to live, for those young people for whom risk situations impacted upon their safety and wellbeing, meant that living in the house had a positive impact on their experiences.

The house was well maintained, clean and nicely furnished, and space afforded young people the privacy and opportunities to enjoy time with others or by themselves. The dining area offered most opportunities for eating together, chatting and just being in the company of others. Young people commented on the 'feel' in the house being very different to other houses that they had lived in. Those young people acknowledging that supports were focused on developing relationships with friends and family and a life beyond the children's house.

Good home cooked food played an important role in the lives of young people, and the quality and choice of foods was informed by young people, and at times prepared by them. A hot meal or snack was welcomed after a day actively involved in some form of education and learning. Whether young people attended school, college or work experience, they knew that staff were there to support them.

All aspects of young people's current care and support needs were detailed in personal plans. Plans showed some evidence of involvement of young people but these could be SMARTer (specific, measurable, achievable, realistic and timebound.) We provided suggestions about how this work could be taken forward and will review progress at the next inspection. **(See Area for Improvement 1)**

Areas for improvement

1. To ensure that young people achieve positive outcomes which are specific to them as individuals, personal plans should be SMART (specific, measurable, achievable, realistic and timebound.)

This is to ensure that care and support is consistent with the Health and Social Care Standards which states that:

'My personal plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS, 1.15).

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 ensure that young people are safeguarded, the service should ensure there is effective analysis and oversight of incidents and these are recorded accurately. This should include, but not be limited to:

- a) manager de-brief with staff following a serious incident, particularly those that involve the restraint of a young person; and
- b) a review of the incident, reflecting any learning and what could have been done differently.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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 8 January 2024.

Action taken since then

We reviewed incident records and found that these held accurate information and good evidence of de-briefs. The de-briefs were proactively undertaken by the manager, who sought to explore and understand learning for all involved.

We were satisfied with progress and considered this area for improvement met.

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

<p>How well do we support children and young people's rights and wellbeing?</p>	<p>4 - Good</p>
<p>7.1 Children and young people are safe, feel loved and get the most out of life</p>	<p>4 - Good</p>

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