

Stepdown Bishopbriggs and East Care Home Service

GLASGOW

Type of inspection:
Unannounced

Completed on:
25 March 2025

Service provided by:
Stepdown

Service provider number:
SP2008009794

Service no:
CS2022000102

About the service

Stepdown Bishopbriggs and East is a residential care service for up to five young people and is provided by the independent charity Stepdown. The service is currently registered for five, single placement cottages over two locations at Bishopbriggs and East Cadder.

Both locations offer good transport links and easy access to a range of shops and community services.

The service offers comfortable accommodation with each cottage providing single bedrooms, a mixture of separate bathrooms and some en-suite, kitchens and dining facilities, living room and outdoor garden space.

Staff have separate office space at each location.

About the inspection

This was an unannounced inspection which took place on 18 and 19 March 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 two people using the service, and their family;
- spoke with 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 right to continuing care and how children and young people are being helped to understand what their right to continuing care means for them.

Any areas for improvement will be highlighted in this report.

Key messages

Young people were safer as a result of living in the service.

Young people experienced compassionate, nurturing relationships with very caring and committed staff

Staff changes had impacted on some young people's experiences.

Passionate leaders modelled high standards of practice and were attuned to young people's needs.

Governance of some core assurances needs to improve.

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 made an evaluation of good for this key question, as there were a number of important strengths, which outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a positive impact on the young people's experiences

Young people living in Stepdown Bishopbriggs and East were safe and where some faced the potential for harm, they were protected by a staff team who understood the risks they faced. Effective collaboration with a range of key professionals ensured young people at risk were supported in a thoughtful but assertive manner that ensured the risk of harm was minimised. This was balanced with an enabling approach to young people taking positive risks that encouraged them to develop self-confidence, independence and safety awareness when away from the house. One young person told us, 'This is place where its ok to make mistakes and still feel supported'.

Young people enjoyed warm, caring and respectful relationships that led to a positive atmosphere within the cottages. The organisation's no restraint policy meant people were not subjected to physical restraint, and staff effectively used their strength of relationships with young people and key agencies such as police, to collaboratively respond to risk. The team were highly committed to tailoring support to young people's needs, particularly when faced with high-risk situations. To optimise this, post incident learning needed to be more robust.

(See area for improvement 1).

Young people were cared for in a service where the positive impact of stable and therapeutic care was understood. Leaders in the service were striving to ensure this was well embedded for all young people, however, unavoidable staff changes had an impact on some young people's experience of predictability and consistency. Whilst change was unavoidable and reflective of sector wide staffing challenges, subsequent staffing decisions should be more consistently driven by all young people's needs. **(See area for improvement 2).**

Young people were encouraged to shape their care, and their views were sought on a wide range of issues affecting their lives. This positive approach was supported by access to professionals external to the service and young people were thoughtfully supported to navigate difficult choices and experiences.

Young people's physical and mental health needs, were prioritised by the service. Good links with health partners ensured young people received the right help at the right time and the strength of relationships with key staff ensured young people had been supported to access the health input they needed. Meaningful connections to family and friends were recognised as important and the service's flexible and thoughtful approach supported young people to keep in touch with those who were important to them. One parent told us, 'I really feel included, and this is what we need'.

Having fun was important and all young people had access to a range of social experiences. Some young people were engaged in learning that contributed to their sense of identity and self-esteem, for others this was being explored at a pace that was right for each individual.

Young people's right to stay in the service until adulthood was championed. There were good examples of this in practice and we look forward to seeing how the organisation's developing policy continues to enhance practice in this area

Good quality personal planning supported young people's care. Risk was well understood, and this was reflected in individual support plans, but we identified that this could be expanded with more detailed recording of how risk is minimised for each person.

In reviewing core assurances we identified there was a commitment and some strengths in the service's approach to the evaluation of young people's experiences. To ensure this was more robust we identified a need for tighter governance across some practice areas.

(See area for improvement 3).

Areas for improvement

1. To keep young people safe, the provider should ensure that learning from incidents supports staff to understand changing risk and be consistently responsive to young people's needs. This should included but is not limited to, introducing a reflective model of post incident debrief.

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)

2. To support young people's development and promote positive outcomes, the provider should ensure a mechanism for assessing staffing arrangements, based on the needs of young people is in place.

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

'My needs are met by the right number of people'. (HSCS 3.15).

'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).

And to comply with section 7 of the Health and Care (Staffing)(Scotland) Act 2019.

3. To promote young people's right to the best possible care, the provider should ensure that governance and quality assurance evaluates young people's experiences and promotes safe care. This should include, but is not limited to, ensuring there is effective quality assurance of staff professional registration, medication audit and quality of care plans.

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 fully promote the wellbeing and development of children and young people, the provider should ensure that care is aspirational and supports individuals to achieve their potential .

This should include, but is not limited to, improving staff understanding of the principles of The Promise and applying this in practice.

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

'I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential'. (HSCS 1.6).

This area for improvement was made on 2 March 2023.

Action taken since then

The service have integrated the principles of the promise into a range of key processes and documentation.

Staff knowledge and understanding has increased as a result and this area for improvement has been met.

Previous area for improvement 2

To promote a positive culture where young people's care is routinely scrutinised the provider should ensure an effective model of service development is in place. This should include but is not limited to, regularly gaining feedback from young people, staff and stakeholders and which incorporates inspection feedback.

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

'I can be meaningfully involved in how the organisations that support and care for me work and develop'. (HSCS 4.6)

'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 2 March 2023.

Action taken since then

The service has introduced a process to feedback from young people, staff and stakeholders. Young people were involved in developing the questions that should be asked and questionnaires are now routinely circulated. Feedback informs service development.

This area for improvement has been 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

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

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