

Care Visions - Westside Care Home Service

Falkirk

Type of inspection:
Unannounced

Completed on:
3 March 2025

Service provided by:
Care Visions Group Limited

Service provider number:
SP2003002569

Service no:
CS2005087507

About the service

Westside is a cottage with spacious gardens, situated within rural farmland on the outskirts of Avonbridge, near Falkirk. The service is registered to provide residential care to five children and young people, between the ages of eight and 18 years. The service is provided by Care Visions, and commissioned by Falkirk Council.

About the inspection

This was an unannounced inspection which took place on 5 and 6 February 2025. The inspection was carried out by an 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 four people using the service and two of their representatives
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals

Key messages

- All young people we spoke with reported that they felt safe both emotionally and physically.
- Child and adult protection processes should be improved to comply with organisational policy and procedures.
- Young people were confident that the staff team strongly advocated on their behalf.
- The leadership team promoted and encouraged the staff team to build trusting, loving relationships with young people.
- The service required to ensure that all notifications were made to relevant agencies within appropriate timescales.
- All young people were supported and encouraged to attend education or work arrangements that were right for them.
- Young people were supported to maintain connections with family members. This made young people feel valued and supported their sense of identity and belonging.
- Care planning and risk assessment processes required review to ensure that they fully represent the needs of young people and hold sufficient information to give assurances that risks for young people are fully considered.

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
--	--------------

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

Quality Indicator 7.1 Children and young people are safe, feel loved and get the most out of life

All young people we spoke with reported that they felt safe both emotionally and physically. Staff and managers received clear and frequent child and adult protection training, supported by up-to-date policies and procedures. Despite this, we found evidence of some safeguarding and protection concerns which had not been responded to appropriately following organisational processes. In addition, the provider's internal quality assurance measures relating to this were largely ineffective (**See Area for Improvement 1**).

Young people were confident that the staff team strongly advocated on their behalf. In addition, young people had opportunity to access independent advocacy. This ensured that young people had access to responsible adults out with the service who could hear their views, uphold their rights and act in their best interests.

The leadership team promoted and encouraged the staff team to build trusting, loving relationships with young people. A particular strength of the staff team was the nurturing interactions evident from our observations, where staff offered hugs, shared time and activities with young people. This created lifelong memories and supported young people to feel valued and loved.

The positive relational approach to care supported the service's aim to minimise the use of restraint practice, which was only used as a last resort. There were aspects of broader restrictions which were put in place for some young people. We highlighted the need to ensure that all instances were appropriately notified. During the previous inspection we found gaps in notifications to key external agencies. Despite this, there remained gaps, and notifications were not made within appropriate time frames (**See Requirement 1**).

Young people's mental health was given priority. The service had good links and ensured that young people were supported to attend supports as required.

All young people were supported and encouraged to attend education or work arrangements that were right for them. Their individual ambitions, interests and life-skills were supported and developed. This meant young people were provided with support to have their aspirations met and meet their potential.

Young people were supported to maintain connections with family members. This was strengthened by very strong relationships established between family members and the staff team. This made young people feel valued and supported their sense of identity and belonging.

The service had a continuing care policy in place, young people were encouraged and supported to stay in the service into adulthood. Young people told us that the service felt like home, and they could stay until they were ready.

All young people had support plans, staff in general had good awareness of these. We had placed an area for improvement relating to this area of practice following the previous inspection. Despite this we found that care plans and risk assessments did not fully represent the needs of young people or hold sufficient information to give assurances that risks for young people were fully considered.

The provider was reviewing their care planning processes and gave assurances that they would address these areas appropriately within the service, ensuring they give appropriate supports to staff and managers (See Requirement 2).

Requirements

1. By 31 May 2025, you must ensure that you inform the Care Inspectorate, and any other relevant agencies, are informed of all notifiable instances, as per 'Records that all registered children and young people's services must keep and guidance on notification reporting.'

To do this, the service must, at a minimum, but not exclusive to:

- a) Ensure that all notifiable incidents are fully documented, include pertinent detail and are shared timeously with relevant partner agencies including the social work department, the Care Inspectorate and any other relevant agencies.
- b) Ensure robust overview and analysis of all incidents within the house.
- c) Ensure effective quality assurance measures are in place to support this area of practice .

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

'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected' (HSCS 1.23).

2. By 31 May 2025 you must ensure that risk assessment and care planning processes are reviewed and developed.

To do this, the service must, at a minimum, but not exclusive to:

- a) Ensuring that all care plans and risk associated documentation is fully reflective of the needs, views and wishes of young people.
- b) Ensuring that goals are SMART (specific, measurable, achievable, realistic and timely). These should be reflective of young people's words, and should clearly describe the supports required to achieve these.
- c) Ensuring that staff are fully aware of their roles in supporting young people, and that quality assurance systems ensure that these are regularly reviewed and updated to include relevant information.

This is to comply with Regulation 3, Regulation 4(1)(a) and Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/ 210).

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

'My personal plan (sometimes referred to as 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).

And

'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 support the young people's wellbeing, and outcomes, the service should ensure that the child and adult protection practice is reviewed and developed. This review should be informed by effective analysis of safeguarding issues. This is to ensure the safety of children and young people. The service should include but not limit to:

- a) Ensuring that organisational child and adult protection procedures and policies are fully followed.
- b) Ensuring robust oversight and quality assurance of child or adult protection concerns which may arise to strengthen reflection within the staff team and support learning for future practice.
- c) Ensuring that child protection, adult protection and safeguarding concerns are reported to the appropriate agencies, including the social work department and any other relevant agencies within appropriate timeframes.

This is to ensure 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).

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, safety, and development the service should ensure that young people's views are actively consulted with them and reflected within their goals. Goals should be SMART (specific, measurable, achievable, realistic and timely). These should be reflective of young people's words, and should clearly describe the supports required to achieve these.

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

'My personal plan (sometimes referred to as a 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).

This area for improvement was made on 2 May 2022.

Action taken since then

The care planning processes assessed on this inspection missed crucial detail on how goals would be achieved for young people through the support provided by the staff team. For some young people the needs highlighted through assessment were not reflected in appropriate goals to minimise risk, and promote positive outcomes. This meant that young people were subject to increased risk. We have placed a requirement on this area of practice.

Previous area for improvement 2

To support quality assurance, the service must notify the Care Inspectorate of all notifiable events following the most recent version of 'Records that all registered children and young people's care services must keep and guidance on notification reporting.'

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

'I use a service and organisation that are well led and managed' (HSCS 4.23).

This area for improvement was made on 2 May 2022.

Action taken since then

During this inspection it became evident that some serious notifications had not been made following the guidance identified in this area for improvement. We found that the provider's internal quality assurances systems did not pick up gaps in notifications. As such the regulator was unaware of the ongoing need and risks for some young people, and were unable to ascertain in an ongoing basis the service's ability to respond appropriately. Due to ongoing concerns we have placed a requirement on this 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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.