

Dallifour Care Home Service

Kilmacolm

Type of inspection:
Unannounced

Completed on:
13 May 2025

Service provided by:
Greenleaf House Co Ltd

Service provider number:
SP2018013227

Service no:
CS2021000354

About the service

Dallifour is a care home service provided by Greenleaf House Co Limited. The service is based within the rural community of Kilmacolm in Inverclyde.

The house is spacious, offering accommodation over three floors. There is lots of indoor and outdoor space for the young person to relax and spend time with staff and the people who are important to them.

The house is in close proximity to local amenities and public transport.

About the inspection

This was an unannounced inspection that took place on 6 May 2025 and 8 May 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:

- met with young people using the service
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- received feedback from visiting professionals.

Key messages

- Young people were safer because of the support they received at Dallifour.
- Young people were making progress in their learning and education.
- Young people's relationships with family and friends were proactively promoted.
- The service was implementing a robust and continuous improvement plan.
- We asked the service to enhance their analysis of incidents.

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 at Dallifour were safer because they were protected by a stable and dedicated team of staff who had a good understanding of risks and how these were to be managed. The team were effective in promoting young people's independence whilst still prioritising safety and staff were able to recognise signs that risks may be increasing.

The young people did not experience the use of restraint or restrictive practices, and the team were constantly mindful of the young people's rights. We asked the service to promote reflection on the balance between risk management and young people's rights, to ensure that risks were always proportionately and confidently responded to, and to develop a thematic analysis of incidents that will contribute to a pro-active approach to risk management (Area for improvement 1).

Young people had access to responsible adults outside the service. This included advocacy and the team worked well with other agencies to help manage risk and promote positive outcomes.

Young people benefited from caring and compassionate staff who used their knowledge of attachment and trauma to find the best ways of building relationships with young people. For some, these relationships were in the early stages and a new management team had been instrumental in encouraging a more pro-active and nurturing approach. The provider was in the process of implementing a robust model of therapeutic practice to upskill the staff team. This was in the early stages, but we looked forward to seeing the impact on outcomes at the next inspection.

Young people were encouraged to be engaged in their care and support. The team were becoming more confident in finding creative ways to engage with the young people and they sought out opportunities to make sure the young people's views were listened to and acted upon.

Meaningful connections to family and the community have been promoted and supported. The house is well suited to facilitating young people to have time with those that are important to them and the team were pro-actively trying to support these relationships.

Young people were making progress in their learning and education and the team were tailoring the support to the individual young people to help them learn in ways that promoted their individual ambitions, interests and life skills.

Young people also had the opportunity to get the most out of life because the team ensured that their health needs were promptly and comprehensively met.

Young people's support was positively impacted on by a well-supported and stable staff team. Leaders promoted a supportive and empowering culture, and they were clear about their roles and responsibilities.

Staff were consistently safely recruited and registered with regulatory bodies. We asked the service to consider how young people at Dallifour could be more involved with recruitment processes and look forward to seeing the impact of this at the next inspection.

External managers played a key role in monitoring the quality of young people's experiences and they were on hand to offer support and guidance to the team. Their leadership and improvement activities were driving forward how the Promise was being met at Dallifour and the management team had a robust and ambitious improvement plan.

Areas for improvement

1. Young people benefit from a proactive and proportionate approach to risk management. To do this the service should develop a reflective approach to risk management and a thematic analysis of incidents.

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."

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

Young people coming to live in the service benefit from pre arrival planning that is supported by a robust analysis of need and an overview of how unmet need will be addressed.

This area for improvement was made on 30 July 2024.

Action taken since then

This area for improvement was met.

Previous area for improvement 2

To support improved risk management practices, the service should review their format and practices for incident reports. This is to improve communication arrangements and risk management processes.

This area for improvement was made on 17 January 2025.

Action taken since then

This area for improvement has been partially met and will continue in new form.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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

7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	5 - Very Good
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