

Anitas Dawn Care Home Service

Glasgow

Type of inspection:
Unannounced

Completed on:
5 May 2025

Service provided by:
Byker Bairns Ltd

Service provider number:
SP2023000695

Service no:
CS2024000338

About the service

Anita's Dawn is a residential care home service provided by Byker's Bairns private limited company and was registered by the Care Inspectorate on 30 August 2024. Anita's Dawn is a terraced house in a residential area of South Lanarkshire and provides care for a maximum of 2 children or young people (this can be increased to 3 if/when 2 or 3 of the children/young people are siblings).

The home offers comfortable accommodation comprising of a living/dinning room, kitchen, shower room and staff office on the ground floor. Young people's bedrooms are upstairs and there is a shared bathroom as well as a staff sleepover room. Young people have access to a safe garden at the rear of the building.

The service is close to local amenities with good transport links.

About the inspection

This was an unannounced inspection which took place on 29 April 2025 from 10:30 to 19:00 and 30 April from 11:30 to 18:30. 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 one person using the service and reviewed survey responses from two young people.
- spoke with eight staff and management.
- observed practice and daily life.
- reviewed documents.
- spoke with visiting professionals.

Key messages

- Children and young people were kept safe both physically and emotionally.
- Children and young people experienced several fun and exciting activities with a nurturing, caring and stable staff team creating many happy memories.
- The service were committed to ensuring young people maintained meaningful connections with family.
- The staff team would benefit from additional training to further enhance their practice.
- Young people's personal plans could be further developed to be more specific, measurable, achievable, realistic and timebound.
- Transitions into the service were carefully considered and young people were supported to settle.
- The staff team were well supported by an experienced and knowledgeable manager.
- The organisation had developed a positive supportive culture that significantly contributed to staff wellbeing. All staff felt valued members of the team.

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 children and young people and clearly outweighed areas for improvement.

Children and young people were kept safe both physically and emotionally. The staff team were developing their knowledge of the young people and worked well as a team to provide a responsive and consistent approach to care. Good working relationships with other agencies supported their knowledge and understanding of young people's needs. Risk assessments detailed individual risk and strategies to best manage these. One young person told us that 'every single staff member makes me feel safe.'

Most staff were confident in child protection practice and those who were less confident felt supported by managers. Child protection concerns had been recorded and reported timeously following the organisation's policy. We suggested that the service prioritise face to face child protection training to further develop confidence and skill in this area. Following advice, the service updated their child protection policy to include national guidance and best practice.

The young people had benefited from a stable staff team. An external professional commented on how this stability had supported young people to develop trusting relationships and make positive progress. The ethos of care and commitment of the team, supported a therapeutic approach and this minimised the use of restraint practice. We suggested that the service could add more detail in their recording of incidents involving restraint. This would strengthen the analysis and evaluation processes that were in place and contribute to their commitment to restraint reduction.

The staff team provided warm and nurturing care, and the young people were responding well to this. We suggested that the service should provide further training on children's rights, trauma informed practice and therapeutic care to further enhance practice within the developing staff team (see area for improvement 1).

The organisation provided ample resources, meaning the staff team could provide spontaneity and fun for young people. Young people had opportunity to participate in several different exciting activities including group holidays that broadened their horizons. A strength of the staff team was their willingness and commitment to participate in activities and this enhanced experiences for young people and created many fun memories.

Young people were encouraged to be involved in their care and support and experienced a high level of respect from the staff team. An external professional said that the staff team have 'moved mountains' for the young person. One young person told us 'It is really nice living here, staff actually care and would literally do anything for you, it is a lovely atmosphere to live in.'

Young people's mental and physical health needs were understood, addressed and prioritised. The service had established good working relationships with local health practices and with specialist health supports. These relationships meant that young people had access to therapeutic supports in a timely manner. In addition, it supported the staff team to further understand the needs of young people.

We were impressed with the service's commitment to ensure young people maintained meaningful connections with family. Family time was planned, staff travelled long distances to facilitate this, and the service provided support to parents and siblings to ensure they were able to attend. We heard how the

service's commitment had positively impacted on the quality of family time and subsequently supported the young people to develop trust in the adults caring for them.

The service was working well with education provisions to ensure that young people had individually tailored education plans that supported their emotional wellbeing as well as their need for education. We suggested that the service could widen their links with education provisions to ensure that they have an increased selection of education opportunities for young people coming into the service.

There was a strong commitment to young people remaining in the service for as long as required and appropriate to meet their needs. This was supported by the service's continuing care policy. This supported young people to develop enduring relationships and settle in the local area.

All young people had personal plans and these were regularly reviewed. The service had recognised the need to develop their care plans, and we agreed with this, and the need for all young people's care plans to be specific, measurable, achievable and timebound (SMART) (See area for improvement 2)

The registered manager was a strong leader who was creating a supportive, empowering and learning culture. She was very present in the service and role modelled high standards of practice, being clear about the intended outcomes for young people. All staff felt very well supported and we witnessed how practice mistakes were proportionately addressed, and actions taken to learn and develop practice. We concluded that the skills, knowledge and approach of the registered manager was significantly contributing to the stable, respectful and caring environment that was evident throughout our inspection.

Quality assurance measures were in place by managers and leaders to monitor the quality of experience, safeguarding and positive outcomes of young people. These also contributed to continuous learning and development within the team. We were confident that these measures would further develop through time.

Admission and matching processes were robust with careful consideration to the needs of young people moving in, as well as other young people in the service. The service worked well with local authorities to ensure that transitions into the service were managed well for young people. The thoughtful approach to transitions had prepared young people and supported them to settle.

Careful consideration had been given to staffing levels ensuring that there was an appropriate number of staff on every shift. The manager was regularly reviewing how to achieve the best mix of staff, based on skill and experience. The service's staffing risk assessment supported this, and we gave suggestions as to how this could be further developed to support analysis of staffing needs.

We were impressed by how well the staff team were supported by the organisation. All staff felt valued and were confident to share ideas and contribute to the development of the service. The organisation followed safer recruitment practice. They placed an emphasis on the importance of staff wellbeing and provided several supports including private health care, counselling, rest breaks as well as regular supervision and team meetings. These all contributed to staff retention within the service.

The service was beginning to consider producing a development and improvement plan for the year ahead. We suggested that within this plan they consider how they will drive forward how The Promise will be met, including increasing the staff team's understanding of the importance of The Promise for care experienced young people.

When talking about the service an external professional stated, "There are lots of good things, if I could

replicate it to other young people I worked with it would be amazing. They have started in a good place. The registered manager wants staff to stay and feel supported and valued for what they are doing, that is huge."

Areas for improvement

1. To support children's wellbeing and development, the provider should ensure that staff have access to training appropriate to their role, and apply their training in practice.

This should include, but is not limited to, training in children's rights, trauma informed practice and therapeutic care.

This is to ensure that 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' (HSCS 3.14).

2. To promote positive outcomes for young people, the provider should review personal plans to ensure they comply with SMART principles. Clearly detailing agreed actions to achieve positive outcomes for the young people, how these will be measured, how achievable these are and within which timeframe.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state 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) and 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected' (HSCS 1.23).

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
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	4 - Good

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