

No 76

Care Home Service

76 Hendry Road
Kirkcaldy
KY2 5DD

Telephone: 01592 206 586

Type of inspection:
Unannounced

Completed on:
22 February 2024

Service provided by:
Starley Hall School Ltd

Service provider number:
SP2004006683

Service no:
CS2004073475

About the service

No 76 is a residential service for up to four young people. The service operates from a semi-detached house in a residential area and is close to public transport, shops and schools. The home has four single rooms, each with en suite facilities. There is an open plan lounge, dining room and kitchen for use by the young people and staff. There is a small garden to the rear and parking spaces at the front.

About the inspection

This was an unannounced inspection which took place on 22 and 23 January 2024 between the hours of 10:00 and 19:00. 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 three people using the service and four of their family/friends/representatives
- spoke with five staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Young people needed more specific risk assessments to keep them safe.
- Staff needed to be trained to support the risks young people presented.
- The young people had good relationships with staff.
- The service needed to ensure it followed the safer recruitment guidelines.
- Young people were encouraged to stay in their home into adulthood.

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
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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?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas need to improve.

We found that most young people in the service were safe however at times safety was compromised. Staff had not received the appropriate training to support risks young people presented. **(See requirement 1.)** This alongside risk assessments not being detailed enough led to young people not being kept safe. **(See requirement 2.)** The service also needed to work more closely with external professionals to ensure that there was a multi-agency approach to ensure the young people were kept safe.

The service had responded promptly to any child protection concerns. There was good communication with lead professionals to ensure the safety of the young people. We also saw how the manager had reflected on how these instances were managed with the team. To help further increase the knowledge and skills of staff. We did recommend the child protection policy be updated, as it had been several years since this was reviewed.

Staff had very good relationships with the young people. We observed staff to nurture and encourage young people with their daily routines and learning. Young people told us, "The staff are great, they really care." Staff understood the importance of building good relationships, and how this supported young people to feel safe and loved.

The service needed to review its recruitment procedures to ensure it adopted the principles of safer recruitment. We found some of the key principles of safer recruitment had not been undertaken when employing new staff. There were also a number of staff who were not registered with the SSSC (Scottish Social Services Council). **(See requirement 3.)**

Young people were encouraged to share their views and influence change within the house. We saw how the service had looked to obtain their views about the care they received. Young people told us, "It's great, they took me on holiday." We recognised the importance of young people being heard, and lifelong memories this created for them.

The staff encouraged and supported young people to achieve their aspirations. All young people were in school, further education and staff supported further learning within the house. Staff told us, "I'm so proud of what they have achieved." We recognised how this was supporting young people to grow in confidence and help support their future aspirations.

Mealtimes in the house were nurturing. Staff ensured young people's views were taken into consideration when preparing and planning meals. Young people told us, "The food is good." This led to young people having regular meals which were homemade and nutritious.

Requirements

1. By 30 April 2024, the provider must ensure staff are appropriately trained to support young people. To do this, the provider must, at a minimum:

a) ensure there is specific training in relation to the risks young people present

- b) ensure all staff supporting the young person undertake the above training
- c) ensure staff are debriefed after supporting any incident of risk.

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

'My care and support meets my needs and is right for me' (HSCS 1.19); and

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

2. By 30 April 2024, the provider must protect the safety of the young people they support. To do this, the provider must, at a minimum:

- a) ensure there is a comprehensive risk assessment in place, identifying primary and secondary strategies to support the young people
- b) ensure there is a multi-agency approach to supporting young people
- c) ensure there is regular reviews to assess whether the service can support the needs of the young people.

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

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

'My care and support meets my needs and is right for me' (HSCS 1.19).

3. By 30 April 2024, the provider must review their recruitment procedures. To do this, the provider must, at a minimum:

- a) ensure they adapt the safer recruitment principles when recruiting staff
- b) ensure there is a quality assurance system in place to monitor SSSC registrations
- c) ensure the recruitment policy is reviewed.

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

'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

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

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