

## Curo Salus - Bridgend Cottage Care Home Service

Curo Salus Ltd - Bridgend Cottage  
Montgreenan  
Kilwinning  
KA13 7RL

Telephone: 01294 - 850161

Type of inspection: Unannounced  
Inspection completed on: 1 November 2016

**Service provided by:**  
Curo Salus Limited

**Service provider number:**  
SP2004006972

**Care service number:**  
CS2008190390

## About the service

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, the Care Commission carried out this function. Information in relation to all care services is available on our website at [www.scswis.com](http://www.scswis.com). This service held registration with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Bridgend Cottage provides accommodation for up to six young people. The service is located in a rural area close to the town of Kilwinning and comprises a large detached house with separate independence flat and is set in expansive grounds.

The young people live in a very homely environment and each have bedrooms with en suite facilities.

The service has four cars for the use of young people. Public transport is a short drive away from the home.

The service aims to provide "a caring and nurturing environment" the service works with children aged between 5 and 16 years. At the time of this inspection, six young people were residing in Bridgend Cottage.

## What people told us

Young people we spoke with told us they were very happy in the service and felt safe and supported by staff. They further told us about their achievements in education and the social activities they were encouraged and supported to participate in.

We spoke with some of the young people's social workers during the course of the inspection. One social worker commented that, 'This is the best placement I have had for a young person in a long time; in every respect'. 'The staff promote a feeling of inclusion ; not just for the child but for the parents too'.

Another social worker commented that the staff were 'very good at developing independence at the right pace; and in developing trust with young person'.

We spoke with parents of the young people and one parent told us that they were very confident that staff were looking after their child. One parent told us they were highly appreciative of the communication from staff and were reassured by their professional approach and friendliness. Another parent stated that 'everyone is so friendly and supportive'.

Parents also spoke highly of the staff's commitment to maintaining routines for young people and the great efforts they went to help maintain contact with their children.

Two parents and two social workers we spoke with stated that they considered the service to be 'excellent'.

## Self assessment

The Care Inspectorate received a fully completed comprehensive self-assessment from the manager. The self assessment document identified what the manager thought the service did well and gave examples of improvements in meeting young people's needs and staff practice areas. The self-assessment clearly identified some areas that the manager believed could be improved and suggested how the service intended to do this.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	6 - Excellent
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	6 - Excellent

## What the service does well

We found the service provided an excellent standard of care for young people within a positive and nurturing environment.

Care staff and management placed a high value in developing nurturing relationships leading to young people having high levels of confidence and trust in their key staff. Throughout the inspection, staff members prioritised the young people and actively responded to their needs. We observed playful, kind and nurturing interactions between them and it was clear that these relationships had a positive impact on young people.

Child centred care plans contained short and long term goals developed from comprehensive assessments of each young person's needs. Potential barriers to these goals were detailed within robust risk assessments and behaviour support plans, and effective strategies to minimise risk and keep young people safe at times of crisis were clearly recorded.

Excellent communication between school and care staff, regular care team meetings and extensive shift change over times contributed to effective consistency of approach in supporting young people progressing toward their goals.

Detailed monthly summaries and review records documented progress achieved by young people toward their identified goals. These goals were linked to the Scottish Government's Well Being Indicators of Safe, Healthy, Achieving, Nurtured, Active, Responsible, Respected and Included.

The high value placed on education means that young people are making significant progress. Young people have improved their grades whilst others had attained the qualifications and awards aimed for. Full school attendance was being achieved and staff were available to young people throughout the school day ensuring they had access to adults with whom they had trusting relationships. This high level of support enabled young people to remain settled and engaged in their learning.

In addition to teaching staff, a team of assistant psychologists provide individual therapeutic sessions for young people. These sessions contributed significantly to the positive outcomes to young people's wellbeing.

Some young people were making substantial progress in developing their independent skills. For example through being respectful of boundaries and making positive choices to maintain their safety they were accessing community groups and developing skills in activities of interest to them.

Young people's health needs were very effectively monitored and maintained through accessing doctors, dentists and opticians. LAAC nurse records evidenced the progress being made in young people's health and physical development. Young people's physical health was further encouraged through the promotion of physical activities such as swimming, cycling, dance classes, horse riding and active games in the house garden. Young people told us of the fun and enjoyment they gained from these experiences and it was clear that they looked forward to participating in these health promoting activities.

Social workers told us of the excellent communications from staff. Any concerns that arose or difficulties encountered were fully discussed with social workers and families. Parents and social workers told us of the commitment from staff in working hard to ensure for example; that contact with family members went ahead despite significant difficulties. This contact was particularly important for some young people's emotional well being given the distances from their home.

The service employed robust quality assurance methods to monitor and evaluate standards of care for the young people within the service.

External stakeholders feedback included very positive views of the service and staff. An example of this was the appreciation of the efforts made by staff in supporting a young person in transition from the service to another. The comments identified the 'quality of information sharing as extremely helpful in making the move to be as least stressful as possible in the circumstances' and in helping the young person settle in the alternative placement.

Reflective practice was encouraged during team meetings and supervision and focussed on maintaining standards or improving on any identified deficits. To promote leadership values and develop the staff team, individuals strengths were identified and promoted through the allocation of the staff team's responsibility in those areas of the service and practice.

In the 2016/17 inspecting year the Care Inspectorate is scoping child sexual exploitation (CSE) practice in children and young people's services. This is part of our contribution to 'Scotland's National Action Plan to tackle Child Sexual Exploitation' and focusses on frameworks of CSE practice, staff understanding and care planning outcomes.

The service provider had a clear CSE policy and all staff were undergoing training in CSE awareness through an external training provider. Staff told us that the training had helped broaden their understanding of the issues and better informed them in keeping young people safe.

Managers and all staff spoken with demonstrated a very good knowledge of the risk and vulnerability indicators of CSE and evidenced a clear understanding of the actions required of them in order to protect young people from potential harm.

## What the service could do better

The areas for improvement we identified during this inspection related to developing on existing strengths with little need for significant adjustment.

One area for discussion during feedback concerned the recording of outcomes in young people's care plans. The young people's care plans had targets for them to work toward and these were in accordance with the SMART principles - Specific, Measurable, Achievable, Realistic and Timely. The outcomes were identifiable within the case notes however we suggested a system of tracking the outcomes that might provide a more accessible format for recording these. The service manager and external managers were aware of this issue and had referenced recent research on this matter. The service was employing the findings of this research in regard to improving upon the outcomes focussed recording. We will review this matter at the next inspection.

We identified some records had vague review timescales and suggested that these be recorded more accurately in accordance with future scheduled reviews.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
14 Sep 2015	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent

Date	Type	Gradings	
14 Jul 2014	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
22 Jul 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
22 Jan 2013	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
15 Dec 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
18 Mar 2010	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	Not assessed

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