

Curo Salus - Laurel House Care Home Service

North Road
Johnstone
PA5 8NE

Telephone: 01505 707754

Type of inspection: Unannounced
Inspection completed on: 9 March 2017

Service provided by:
Curo Salus Limited

Service provider number:
SP2004006972

Care service number:
CS2013319767

About the service

Curo Salus - Laurel House is registered to provide a care home service for a maximum of 10 children and young people aged between 5 - 18. The house comprises of a large, detached three-storey building in the Johnstone area.

This service registered with the Care Inspectorate on 16 January 2014.

There are eight single en-suite bedrooms on the ground and first floors and the top floor comprises of two self-contained flats, which are used to support older young people who are being prepared for independent living. There is a recreation room, lounge and dining room as well as office spaces for staff. The house has a large enclosed back garden with patio.

Most of the young people attend Northview House School, operated by the service provider at the nearby town of Kilbarchan. Northview House School is registered by HM Registrar for Independent Schools as a through school, i.e. catering for both primary and secondary aged pupils.

Curo Salus describe their aims as:

- To equip each young person with the personal, social and emotional learning skills to cope in a family placement, in school and community.
- To assist young people to form appropriate relationships in the context of a safe, nurturing, therapeutic and healing environment.
- To assist young people to reach their full educational potential and to prepare them to move back into the community.

What people told us

We met all the young people residing at Laurel House and spoke with six young people about their experiences. All were positive, advising they had very good relationships with staff. Some comments from young people are listed below:

"I feel safe when staff support me when I'm not in the right frame of mind."

"I'm proud to say I live here Curo Salus."

"I'm very involved in my care plan right now."

"The staff always speak to you with respect here."

"It's sad when staff leave. I've had loads of key workers."

"I like it here. You get to do lots of things."

We spoke with four parents who were all very positive about Laurel House. Some of their comments are listed below:

"I was dubious at first because of the distance but in all honesty they have been brilliant."

"The 1:1 support has helped a lot. He is like a different boy."

"They don't feel like care staff. It is like having one of the family around."

We spoke with five social workers. Comments were very positive, some of which are listed below:

"A key strength is the unconditional acceptance given to the children in their care within a nurturing and welcoming environment."

"I am aware that management always consider the children when making any decision."

"I have always found Laurel House to be a welcoming, homely property which I find unusual given the sheer size of the house."

Self assessment

The Care Inspectorate received a fully completed self-assessment. It had a clear focus on outcomes and was completed to a very high standard.

The self-assessment was well-balanced identifying service strengths as well identifying areas for improvement. This was further enhanced using examples of practice at Laurel House.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

The service continues to offer a very high standard of care and we received consistently positive feedback from a range of stakeholders. High staffing ratios and skilled therapeutic practice ensured young people are supported to learn new pro-social behaviours at Laurel House. Young people told us they loved living at Laurel House and that the staff were kind and respectful towards them.

The staff were skilled in providing intensive support to young people and we observed lots of warm and playful interactions. Achievements were celebrated and we liked the positive culture which focussed on the strengths of each young person. Individual hobbies and interests were well supported at Laurel House.

A range of effective systems were in place to ensure regular communication, review and participation of young people. One young person told us "they ask your views on everything here". Another young person told us "I am very involved in my care plan". It was clear that involvement and participation was a value which underpinned how staff worked each day.

Laurel House worked in close partnership with Curo Salus school to ensure seamless transitions for young people. Social workers told us this was a key strength of the service as young people were achieving at school, and developing self-confidence and qualifications as a result.

The service was well-placed to support young people at risk of child sexual exploitation.

Management systems were in place and training was provided for all staff. Young people were supported to use the internet safely and online activity was closely monitored. We particularly liked to use of social media contracts which highlighted a commitment to partnership whilst helping to educate young people about the risks of being online.

Quality assurance measures were in place which ensured effective recording and safeguarding of children's experiences. The registered manager and external manager appeared to know the young people well and the leadership culture was strong.

What the service could do better

The service should ensure new staff are provided with their induction training programme within appropriate timescales. This was discussed with the registered manager, who advised training was sometimes delayed through the use of external providers. Offering more training internally may ensure training is responsive to staff needs.

All young people told us that spending time in their rooms could be used as a sanction. They told us often they would have the support of staff; however, on occasion they were expected to spend periods of time alone. The service should ensure children are always offered support in accordance with Curo Salus' behaviour management policy.

The service improvement plan could better evidence how the views of young people, staff, carers and other professionals informed its development. We felt a staff development day would allow the team to come together and share their views in relation to service development.

The registered manager had not reported incidents to the Care Inspectorate in accordance with notification requirements. Guidance on the details of notifiable incidents can be found in 'Records that all registered services (except childminding) must keep and guidance on notification reporting.' on www.careinspectorate.com

(see requirement 1).

We looked at one staff development review which was limited in terms of evaluating and reflecting on individual competencies. Implementing a more comprehensive review would support staff to improve practice whilst evidencing Curo Salus' commitment to continuous professional development.

Some staff had been working whilst not appropriately registered with the Scottish Social Services Council (SSSC). In accordance with their legislative requirements, Curo Salus should ensure all staff are appropriately registered with the SSSC.

(see requirement 2).

Requirements

Number of requirements: 2

1. The service must notify the Care Inspectorate of incidents in accordance with regulation 4(1)(b) of the Social Care and Social Work Improvement Scotland (Registration) Regulations 2011.

Timescale for implementation: with immediate effect.

National Care Standards, care homes for children and young people - Standard 7: Management and staffing.

2. In accordance with legislative requirements outlined in the Regulation of Care (Scotland) Act 2001, Curo Salus must ensure all staff are appropriately registered with the Scottish Social Services Council.

Timescale for implementation: with immediate effect.

National Care Standards, care homes for children and young people - Standard 7: Management and staffing.

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.

Inspection and grading history

Date	Type	Gradings
21 Mar 2016	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
8 Dec 2014	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 5 - Very good Management and leadership 6 - Excellent

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