

# Care service inspection report

Full inspection

## Curo Salus - Garden Lodge Care Home Service Care Home Service

Garden Lodge  
25 Main Road  
Fairlie  
Largs

Service provided by: Curo Salus Limited

Service provider number: SP2004006972

Care service number: CS2006128113

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

## Contact Us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

[www.careinspectorate.com](http://www.careinspectorate.com)

 [@careinspect](https://twitter.com/careinspect)

## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of care and support	6	Excellent
Quality of environment	6	Excellent
Quality of staffing		N/A
Quality of management and leadership		N/A

### What the service does well

Garden Lodge provides an excellent level of care and support to young people in a safe and comfortable environment that is maintained to an excellent standard. The managers show a high level of commitment to developing and training the staff group in order to deliver an excellent quality of care.

The staff work hard at building caring and trusting relationships to support and nurture young people to achieve positive outcomes in their lives.

Young people are provided with a variety of experiences to develop positive social skills and to further their educational attainment.

### What the service could do better

The service should continue to improve upon its adherence to the Care Inspectorate's guidance on reporting notifications.

### What the service has done since the last inspection

The service has continued to build on the excellent standard we have previously reported on. Curo Salus has demonstrated a commitment to continuous evaluation and improvement.

The service has introduced one additional senior staff member to provide consistent levels of staff support during unplanned staff absences.

Staff have introduced access to an allotment for young people to further develop their knowledge and skills in relation to healthy living. Participating in this activity with staff nurtured positive relationships and gave young people a sense of achievement.

### Conclusion

The managers and staff at Garden Lodge have worked hard at continuing to maintain the excellent standards of care they offer to young people. This is evident in the positive progress and outcomes achieved by all young people cared for within the service.

# 1 About the service we inspected

Garden Lodge can accommodate up to six children and young people aged up to the age of 18 years. At the time of our inspection, there were six young people living there.

Garden Lodge comprises a spacious and very well-appointed detached house and is set in pleasant gardens within a quiet area of the village of Fairlie. Rooms are decorated and furnished in the style of a comfortable family home and take very good account of young people's choices.

The aims of Curo Salus include equipping each child with personal, emotional, social and learning skills to cope in a family placement in a local school and in the community.

## Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

## Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of care and support - Grade 6 - Excellent**

**Quality of environment - Grade 6 - Excellent**

**Quality of staffing - N/A**

**Quality of management and leadership - N/A**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0345 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

We wrote this report following an unannounced visit to the service on 24 May 2016. We made a second visit to the service on 26 May 2016. Formal feedback was provided to the service manager, external manager and service provider on 3 June 2016.

As part of the inspection, we took account of the completed annual return and self-assessment documents sent by the service. We issued questionnaires to the manager to distribute to young people. We received back five young people's questionnaires and six staff questionnaires.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents including:

We spoke to:

- five young people (four current residents plus one previous resident)
- the service provider
- the head of care
- the service manager
- three senior residential workers
- two residential workers

We received feedback from two social workers.

We looked at:

- a sample of young people's case files, including care plans, risk assessments, behaviour management plans
- evidence of how staff consulted with the young people, including minutes of young people's meetings
- health & safety records
- the environment
- risk assessments
- records of staff meetings
- staff training and supervision records
- Complaints procedure and documents
- Quality assurance documents
- Insurance certificates
- Certificate of registration.

## Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

## Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

**Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firescotland.gov.uk](http://www.firescotland.gov.uk)

## The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

## Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The service's self assessment contained comprehensive and detailed information highlighting the strengths of the service. Information was provided on all aspects of the young people's care, the ethos of the service and the approaches and actions taken by staff to attain positive outcomes in the four quality themes. The Evidence of Areas for Improvement sections were lacking in detail and the service should provide more detail in these sections of the assessment.

## Taking the views of people using the care service into account

We spoke with four young people who were using the service and one who had been a previous resident in the house.

The young people were extremely positive about the staff, the environment and the manager. Young people told us they wanted to stay at the house until they were much older.

Further comments from young people are included throughout this report.

## Taking carers' views into account

We spoke with one young person's respite carer and with two social workers. Social workers stated that young people were provided with an excellent level of care and nurturing by staff.

The respite carer described staff as being 'on the case' and that young people are safe and happy.

Further comments from social workers and respite carers are included within the body of this report. We spoke with one young person's respite carer and with two social Social workers stated that young people were provided with an excellent level of care and nurturing by staff.

The respite carer described staff as being 'on the case' and that young people are safe and happy.

Further comments from social workers and respite carers are included within the body of this report.

### 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

#### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 6 - Excellent

##### Statement 2

“We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.”

##### Service strengths

We found the service to be performing at an excellent level for this quality statement. There was clear evidence young people's chosen preferences and interests were actively supported and of positive achievements and significant progress in education. We looked at young people's records, school reports, care plans and minutes of meetings with external agencies and spoke with young people, staff and social workers to arrive at this conclusion.

The service had a strong commitment to developing nurturing relationships; which led to young people having high levels of confidence and trust in their key staff. Young people had access to staff at all times during our visits to the service and we observed playful, kind and nurturing interactions between them. It was clear that these relationships had a positive impact on young people who spoke very positively about staff and the service. Young people's comments included, 'I love it here' and 'I like the staff; they are really nice'. Staff told us that they worked hard to ensure young people felt relaxed, happy and important in their home; one staff member stating, 'It's all about the kids'.

One young person had achieved the role of house representative for Garden Lodge and collected the views of the young people to take forward to Curo Salus young people's forum. Responses from these meetings were reported back to the young people at residential meetings called 'wee blethers'. In describing this process to us it was clear that this young person thoroughly thrived in this role particularly around having the responsibility of representing the residents.

We heard that the service took the views of young people seriously and considered all requests fairly. On those occasions when requests could not be met staff offered alternatives. Staff had considered young people's request for a trampoline, for example, and had declined this due to health and safety concerns. However, staff arranged for young people to visit an organised community facility for this activity; thereby respecting the young people's choice and enabling them to participate in healthy physical activity under safe and qualified supervision. The young people spoke of really enjoying and regularly participating in this activity.

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 risk assessments and behaviour support plans, and strategies to minimise risk and support young people at times of crisis were clearly recorded. The high level of detail within these assessments enabled consistency of approach of staff in supporting young people progressing toward their goals. This consistency of approach also encouraged the positive relationships with young people that the service valued. (Please refer to quality theme 2, statement 2).

Staff maintained detailed information in monthly summaries and review records. These documents highlighted what progress was being achieved and staff recorded this under the Scottish Government's Well Being Indicators: Safe, Healthy, Achieving, Nurtured, Active, Responsible, Respected and Included.

Social workers we spoke with confirmed that communication from staff was excellent. Regular detailed updates were provided on the young people's progress and the outcomes of activities. Any concerns that arose or difficulties encountered were discussed and social workers' comments confirmed that staff were proactive and responsive to young people's needs. One social worker commented that the young person was 'achieving more than we thought' and that this was because they were placed in Garden Lodge.

The service placed a high value on education, and we found that young people's engagement with their education was fully supported and encouraged. At the time of inspection the young people were maintaining full attendance at Curo Salus' school, Northview. Key staff transported young people to the school and remained in attendance thus ensuring that young people had access to adults that they had built trusting relationships with. This high level of support benefitted young people by enabling them to remain settled and engaged in their learning.

The school provided support from a team of assistant psychologists in addition to teaching staff. Individual therapeutic sessions for young people addressed their needs as detailed in assessments and contributed significantly to the positive outcomes to young people's well-being. Social workers had noted significant and repeated positive changes in young people's behaviours and responses to others and of young people forming positive friendships through these changes.

Effective communication of young people's progress within the school to residential staff ensured young people received a consistent approach of care. Social workers told us they were delighted with the progress being made in a relatively short period of time as a result of this approach. .

Social workers told us of the impressive changes noted in young people's behaviours and well-being. Young people who had previously struggled to achieve in school and in social interaction were now progressing well in school, growing in self-confidence and forming and maintaining positive peer relationships.

The service supported a young person to achieve a significant accomplishment of maintaining a joint placement between Northview School and mainstream education. Significantly, the progress achieved in Northview prepared this particular young person to return to mainstream education the outcome was that they had made excellent progress in attaining expected stages in subjects.

In addition to reports indicating the excellent progress being made in schooling, achievements were reported in relation to young people's life skills and interests. Young people took pride in these and were keen to show us the awards they had obtained and photographs of activities they had participated in. There were numerous examples of photographs displaying young people participating in and enjoying activities, with the service and in the community, such as football games and tournaments, barbeques and parties, horse riding and dance classes.

In describing a forthcoming event they were attending one young person told us they appreciated the staff's presence at these events and were looking forward to this next one. The young person told us, 'its a nice feeling being able to show them what I can do and have learned.'

Young people were active in a range of activities that staff had supported them to experience. Through the high levels of support available and careful planning young people were enabled to maintain participation in community groups and activities. For example, one young person had joined a local football team. In addition to maintaining their interest in their chosen sport this had achieved excellent outcomes in promoting friendships and developing positive social skills. This young person's social worker described this progress in relationship building as 'a massive step'.

The young people's social skills were further developed through having opportunities to participate in an extensive range of social events. Young people happily told us about birthday parties, barbeques in the garden, group bike runs, short breaks to a caravan and games in the garden that were arranged by staff. We observed very positive interaction between staff and young people during one of these games and the young people clearly derived a sense of joy from these games.

Young people had access to a local allotment and staff supported them in gaining experience of growing and tending vegetables and plants. This provided the young people with a sense of achievement in seeing their efforts rewarded whilst nurturing the positive relationships they had with staff and the wider community.

### **Areas for improvement**

We made no specific recommendations for further improvement. In their self assessment the service provider outlined intentions to:

- continue to develop and support young people's links within the community
- continue to work collaboratively with agencies to support young people achieving positive outcomes.
- explore further opportunities for children and young people to enhance their personal experiences and support them to achieve their potential.
- develop further links in the community to support work experience for school leavers.

We encourage the service provider to continue to maintain the excellent approach in enabling young people to make individual choices and ensure they can be supported to achieve their potential.

### **Grade**

6 - Excellent

**Number of requirements - 0**

**Number of recommendations - 0**

### Statement 3

“We ensure that service users' health and wellbeing needs are met.”

#### Service strengths

At this inspection, we found that the performance of the service was excellent for this quality statement. We looked at care plans, policies and procedures, joint working with agencies, medication procedures and records and staff training to assess this statement.

In discussions with staff and in reading young people's care plans we noted that staff had an excellent understanding of young people's particular health needs and emotional well - being.

Young people's physical health was very well monitored and maintained through accessing doctors, dentists and opticians. Accurate health records and medicine administration charts ensured these health needs were fully recorded, communicated and updated.

The young people's physical health was further encouraged through the promotion of physical activities such as cycling, gymnastics, football, use of trampolines 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.

A highly effective feature of the service was the high staff ratios and the two hour shift handover period. The excellent communication of relevant information during the extensive change over period ensured staff were fully updated on the daily events and incidents whilst maintaining high levels of individual support. This enabled a consistency of approach in caring for young people who were assured of staff's understanding of their circumstances and trust in their relationships maintained.

Staff were further able to reflect on practice in open supportive discussions in how they approached situations and whether they could have acted differently. One example noted related to staff discussing the effective communication style for one young person; and what was found to be effective in explaining situations to them.

The service continued to provide high staff ratios and had ample vehicles available. In addition to the high levels of daily support this provided, it had a significantly positive impact on the facilitation of family contact. We noted the service was able to support these arrangements in accordance with young people's care plans rather than in response to the needs of the organisation.

The level of support provided by staff during family contact ensured privacy through meticulous planning; with other young people otherwise occupied during family contact visits. Young people spoke of meeting with siblings and the feelings of happiness and security of family relationships being appropriately supported.

Social workers were highly complementary of the 'fabulous support' offered by staff in ensuring young people could have contact with family and friends. This maintained young people's sense of identity and belonging with appropriate people outside of the service.

Staff demonstrated sensitivity to young people's group living dynamics and employed effective strategies to pro-actively distract young people at times of tension in relationships. Staff engaged young people through individual attention on these occasions. This minimised the potential risk of relationships becoming overly strained and maintained a positive and harmonious environment.

Young people spoke of the strategies they had learned in managing difficulties in relationships; such as 'walking away and taking time out'. They further commented on how the staff support has 'helped them develop as a person' and learn how best to deal with situations they struggled with.

Care plan records indicated that clear bedtime routines had been developed and agreed with the young people and these were very effective in achieving a settled environment in the evening and in encouraging young people to develop healthy sleep patterns to the benefit of their wellbeing. Young people described these routines and commented on the settled atmosphere within the house in the evening.

Excellent joint working occurred between Curo Salus psychologists and staff to assess young people's emotional wellbeing. These assessments informed detailed behaviour management plans which contained clear strategies to support young people at times of crisis.

This had a considerable impact on young people who had previously struggled to regulate their emotions. Due to staff's skilful employment of the strategies, young people had developed the ability to adhere to the structures and boundaries and to reflect on their behaviours. One social worker described this change in behaviour as 'phenomenal'. One young person was able to build positive relationships with peers where previously this had been problematic; thus improving their social skills and happiness.

The young person's social worker further commented that this support had 'saved' this young person and enabled them to be able to 'function in society'.

Healthy eating was actively encouraged through both dietary education and staff modelling of good nutrition. Young people spoke of their enjoyment in preparing and providing healthy meals during the house 'Come Dine with Me' events. In addition to the social skills gathered through these activities, young people also learned essential self-care skills such as budgeting and planning.

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 in keeping young people safe.

Managers and all the 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 or further harm.

From inspection of care plans and one to one working sessions with young people and in discussions with staff, there was clear evidence of staff effectively implementing procedures to protect young people in their care. For example, staff monitored young people's access to the internet and social media sites. We heard clear evidence that young people at risk had been appropriately identified and careful consideration had been given to the risks and of how to manage these.

Young people who participated in on-line gaming had their safety ensured through the use of effective and efficient IT processes. Web addresses visited were visible to staff both in house and off site and any web addresses that caused concern were blocked. Young people's interest in online gaming was being facilitated through setting up groups with other young people from other service provider houses thereby facilitating their interest whilst maximising their safety.

## **Areas for improvement**

We made no specific recommendations for further improvement. In their self-assessment, the service provider outlined intentions to ensure:

- each young person is supported to have a wide and varied activity programme tailored to meet their needs and stage of development.
- all young people continue to have access to Curo Salus' team of psychologists.
- a healthy nutritional menu is supported by young people's contributions.
- work in partnership with parents and carers to develop their knowledge of children's health and wellbeing needs.

We encourage the service provider to continue to maintain the excellent approach in ensuring that young people's health and wellbeing needs are met

## **Grade**

6 - Excellent

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 6 - Excellent

### Statement 2

"We make sure that the environment is safe and service users are protected."

#### Service strengths

We found the service had achieved an excellent standard for this quality statement. We looked at risk assessments, accident and incident reports, maintenance procedures and insurance certificates. We spoke to young people, staff, managers, the service facilities manager and external professionals.

One social worker told us that they were 'over the moon' with the environment and that, it was 'everything you would want it to be'. 'Young people are settled and safe'.

The young people we spoke with during the inspection confirmed they felt safe and secure with staff and were highly complementary of the physical environment.

The staff were conversant with a comprehensive range of policies and procedures established to ensure the safety and security of the young people.

Staff were thorough in confirming our identity and ensured we signed the visitors book; and young people were introduced to us on our arrival. Diligent adherence to these procedures ensured young people could continue to feel settled during our visit. External professionals confirmed this was a consistent feature in Garden Lodge.

To further ensure the safety and protection of young people, the service provider had robust recruitment practices in place. Only staff with relevant skills and experience were appointed. Staff records confirmed that they had appropriate and relevant qualifications and were registered with the Scottish Social Services Council and had membership of the Protection of Vulnerable Groups scheme.

Young people were involved in the recruitment of staff through meeting potential staff members in the secure setting of the house prior to appointment. This enabled young people to contribute to the assessment of suitability for employment. One young person stated they 'liked being involved in having a say in who worked in their house'.

Exceptionally high levels of staffing offered effective support when challenging situations arose. Young people were provided with one to one support or two to one where risks assessments identified this need. Social workers commented on the positive impact of these staffing levels and recognised that young people were safe and protected; with staff 'always able to do what's in young people's best interests'.

Behaviour support plans evidenced a clear understanding of young people's safety and emotional wellbeing. All staff were trained in the use of safe crisis management (SCM) techniques for de-escalation; and where this was not possible, due to the risk being too high, safe holding was used. In these situations full reviews and discussions with staff and the young person were held to discuss what could have been done differently.

We looked at samples of records which demonstrated excellent attention had been given to monitoring incidents and responses to reduce the potential for future risks. Outcomes for young people included a reduction in the number and frequency of safe holds and greater understanding of the young people's behaviours. Young people told us they felt they had been treated fairly on such occasions. Young people had also developed an understanding of the boundaries and consequences of behaviours and felt assured that staff would treat them in a non-judgemental manner. This promoted the continuing positive relationships between staff and young people.

Mandatory training for staff included understanding of Child Protection policies and procedures. Staff evidenced a comprehensive understanding of these in discussion with us. Social workers confirmed that staff had fully adhered to these procedures in reporting disclosures from young people and appropriate communications were speedily completed. This enabled young people to be protected and for risk assessments to be appropriately updated to ensure these risks were addressed.

Absconding and missing person's procedures were in place. Very good relations had been built with the local Police Scotland officers and previous concerns had been reported effectively and efficiently with good outcomes. No young people currently resident in the service had been subject of such notifications at the time of the inspection.

We found a high degree of attention had been paid to internet safety and there were impressive processes in place to ensure online security. This has been discussed previously in quality theme 1; statement 3.

We read records of young people's meetings with advocacy services. Young people told us they knew how to contact their advocate should they feel they wanted to.

We met with the service's facilities manager and inspected a comprehensive range of environmental safety checks. We found that excellent and detailed attention had been paid to ensuring the safety of the environment. Safety checks were conducted at regular and frequent intervals. These covered, for example, inspections and assessments of doors, windows, fire systems and the safe installation of utilities. Car maintenance checks covered all aspects of the safe and comfortable operation of the vehicles.

An impressive audit process ensured that any identified problems or faults were immediately reported and addressed and the safe operation of equipment ensured. The facilities manager informed us that good relationships had been built with local tradespeople and maintenance services and young people confirmed that any required repairs were completed very quickly.

## Areas for improvement

During this inspection it was noted that the service had not notified the Care Inspectorate of all incidents in accordance with the guidance document 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'.

This issue was raised with the manager, external manager and service provider during the inspection. The manager addressed this issue at the earliest opportunity and evidenced adherence to the guidance prior to the feedback meeting. We have made a recommendation in relation to this matter.

See recommendation 1 of this quality statement.

## Grade

6 - Excellent

**Number of requirements - 0**

## Recommendations

**Number of recommendations - 1**

1. Curo Salus Limited should ensure that the Care Inspectorate is notified of all relevant incidents and accidents in accordance with the guidance document 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'.

National Care Standards, Care Homes for Children and Young People, Standard 7: Management and staffing.

### Statement 3

"The environment allows service users to have as positive a quality of life as possible."

#### Service strengths

Based on our findings during this inspection an excellent standard was being achieved in providing a positive quality of life for young people.

Garden Lodge is a very impressive physical environment. The house provides a very homely atmosphere with minimal evidence of institutionalisation. One social worker said of the house; 'there is a nice vibe to it; and it is like that all the time'.

There are spacious living areas with a large range of educational books and games available for young people to enjoy. There is a large family kitchen / dining area where the staff and young people meet for meals and chats; one young person described the kitchen as the area 'where everyone hangs out'. We observed group discussions and lighthearted chat between staff and young people and noted that positive social skills and interaction were encouraged through these gatherings.

Young people spoke very highly of the environment and of how they loved living at Garden Lodge.

One young person stated, 'Everyone likes it; we all get along with everyone.'

Young people's bedrooms were bright and spacious. All were decorated to the young person's individual taste and filled with personal items, posters and pictures, which reflected their interests and preferences. The young people had keys for their own bedrooms however we were told by social workers that the young people did not use their keys as they viewed the house as 'their own home'.

Young people were encouraged to keep their living space clean and tidy and efforts to keep them this way were recognised and rewarded.

This positive reinforcement had a positive impact on the environment that we found to be very clean throughout. Young people participated in keeping the house clean by cleaning their bathrooms and joining staff for the Sunday 'big clean'.

Whilst clearly enjoying the praise and sense of achievement, this participation helped young people to develop life skills and a sense of responsibility.

Staff described a harmonious atmosphere in the house and all staff spoken with stated that they 'loved their job'. Staff spoke of feeling appreciated and valued by senior management and told us of the support they had received through personal difficulties. Further evidence was offered in the description of the practice of the external manager arriving at the house to make breakfast for the young people and all staff.

Training opportunities for staff were described as 'phenomenal'. These factors contributed to the high staff moral evident in the service and this in turn created a happy and relaxed environment within which young people's safety was considered paramount. Staff told us that 'morale is fantastic, it has to be for the environment to be as positive a place for the young people.'

These positive relationships were evident in the interactions between staff and with young people and contributed further to the happy relaxed atmosphere in the house.

The service had an estates team which tended the expansive gardens. This contributed to the extremely high standard of environment which young people and staff were clearly proud to show us around.

Young people described having fun playing different games in the garden. One young person was keen to tell us, 'I like it here; staff are happy and cheery', 'we get to do lots of things; swimming, going to the park, going to trampolines, playing x-box, going out on bikes and getting ice cream'.

Young people also spoke of the fun they had on day trips and enjoyed short breaks to a caravan the service has several miles from the house.

### Areas for improvement

We made no specific recommendations for further improvement. In their self-assessment, the service provider outlined intentions to 'continue to involve young people in improving their quality of life within their environment'.

We encourage the service provider to continue to maintain the excellent approach to providing as positive a quality of life for young people as possible.

### Grade

6 - Excellent

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 3: Quality of Staffing

Quality theme not assessed

## Quality Theme 4: Quality of Management and Leadership

Quality theme not assessed

### 4 What the service has done to meet any requirements we made at our last inspection

#### Previous requirements

There are no outstanding requirements.

### 5 What the service has done to meet any recommendations we made at our last inspection

#### Previous recommendations

There are no outstanding recommendations.

## 6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

## 7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

## 8 Additional Information

There is no additional information.

## 9 Inspection and grading history

Date	Type	Gradings	
27 Apr 2015	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and Leadership	6 - Excellent
22 Apr 2014	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and Leadership	6 - Excellent
3 Apr 2013	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and Leadership	6 - Excellent
4 Oct 2012	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	Unannounced	Care and support	6 - Excellent
		Environment	Not Assessed
		Staffing	6 - Excellent
		Management and Leadership	Not Assessed

30 Oct 2009	Announced	Care and support Environment Staffing Management and Leadership	6 - Excellent 6 - Excellent 5 - Very Good 5 - Very Good
4 Dec 2008	Unannounced	Care and support Environment Staffing Management and Leadership	6 - Excellent 5 - Very Good 5 - Very Good 4 - Good
26 May 2008	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good 5 - Very Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

You can also read more about our work online.

### Contact Us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

[www.careinspectorate.com](http://www.careinspectorate.com)

 [@careinspect](https://twitter.com/careinspect)

### Other languages and formats

**This report is available in other languages and formats on request.**

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànanan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.