

Horizons Residential Care - Braeside House Care Home Service

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Fauldhouse
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EH47 9EN

Telephone: 01501 503 883

Type of inspection:
Unannounced

Completed on:
2 March 2023

Service provided by:
Managing Director

Service provider number:
SP2013012111

Service no:
CS2014334337

About the service

Horizons Residential Care - Braeside House provides a care home service for three children and young people, both male and female, aged eight years to 18 years.

At the time of the inspection only one young person was resident at the home.

The care home is operated by Horizons Residential Care Limited, providing residential care for young people who are assessed as requiring medium to long-term care. It is a detached building with public areas and an office on the ground floor, with bedrooms and bathrooms upstairs. The home is within close proximity to local amenities and public transport.

About the inspection

This was an unannounced inspection which took place on 30 January 2023 between 10:30 and 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 three young people
- spoke with three staff
- had a virtual meeting with the manager and director
- observed practice, the environment, and daily life
- reviewed documents.

Key messages

- Young people felt loved and cared for.
- The service was very good at sustaining family relationships.
- Staff were very good at engaging young people in conversations and getting their views.
- Young people enjoyed a home which was welcoming and comfortable.
- Managers need to help staff to use language consistent with the commitment to The Promise.

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?	5 - Very 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?

5 - Very Good

We found important strengths in aspects of the care provided and how these supported positive outcomes for young people. Therefore, we evaluated this question as very good.

We observed kind and caring staff who noticeably loved the young people they care for. Care was based on building meaningful relationships where staff sensitively provided advice and direction. Staff actively listened to young people's opinions, having conversations where thoughts and ideas were respected and acted upon. Individuality was encouraged and celebrated and staff were very respectful of young people's life choices.

Very good negotiation between young people and staff helped young people to make safe decisions, whilst offering them freedoms appropriate to their age and stage of development.

All of the young people we spoke to said they felt supported and that staff really cared about them. They all said that Braeside House was a great place to stay. Some young people said that they wanted to stay at Braeside House for as long as they possibly could.

Young people were encouraged to maintain relationships with the people who were important to them. Parents regularly visited the home and friendship groups were supported.

Young people had been enrolled for school and were following a timetable led by staff until school placement began. Young people had also been helped to access an apprenticeship.

The young people told us that they enjoyed activities, both within the home and in the local community. Individual young people were helped and encouraged to organise routines which helped them to develop self care and life skills.

Young people told us they felt safe at Braeside House and staff were clear about their responsibilities in relation to child protection and what they need to do to if they had concerns for young people's welfare.

All of the young people had care plans which identified their hopes and aspirations and how staff could help them to achieve. Risk assessments identified strategies to mitigate risk and keep young people safe. The different aspects of the care plans linked well and identified progress and next steps. Young people told us they knew about their care plans and felt they could influence them. We asked managers to consider the use of language in care plans which should reflect the commitments from The Promise.

Close attention was paid to ensuring the placement could meet the young person's needs following a specific matching process.

The atmosphere was calm and relaxed with lots of fun and laughter. The house was comfortable and arranged around the young people's needs.

Plenty of food options were available and some young people chose to cook their own food. Young people had access to health related agencies who could provide advice, guidance, and support in relation to wellbeing. Systems were in place to store and administer medication and staff followed the relevant policies

and procedures. Healthy lifestyle choices were encouraged, enabling young people to make informed decisions about their health and fitness.

The staff had a good understanding of how trauma affects behaviours and based care on compassion and nurture.

The management team at Braeside House had high expectations for both the staff and young people. They provided very good role models for both the staff and young people in their attitudes and interactions with everyone. This provided the staff with confidence and the young people with security.

All staff had regular supervision with their line manager and had participated in a wide range of training both in appropriate mandatory training and training directly linked to the care of the young people.

Clear processes were in place to report accidents and incidents, including physical interventions. Physical interventions were seldom used and were last resort. There had been a significant reduction in physical interventions as a result of strong relationships.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

In order for young people to get the most out of life the provider should increase planned activities to further involve and engage young people. They should consider how the use of young people's weekly planners could utilise adults skills to enhance the time spent with the young people.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can maintain and develop my interests, activities, and what matters to me in the way that I like' (HSCS 2.22).

This area for improvement was made on 17 February 2022.

Action taken since then

The young people led active lives, both within the home and in the community. Staff used their personal skills and hobbies to enhance young people's experiences.

Previous area for improvement 2

In order for young people to fully express their views and influence improvements, the provider should establish processes for seeking the views of young people.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership' (HSCS 4.7).

This area for improvement was made on 17 February 2022.

Action taken since then

We saw staff engaging young people in conversations and valuing their opinions. We also saw key working records where young people had shared their views.

Previous area for improvement 3

In order for young people to experience high quality, compassionate, and nurturing relationships, the provider should promote a trauma-informed approach used by all staff.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am supported to be emotionally resilient, have a strong sense of my own identity and wellbeing, and address any experiences of trauma or neglect' (HSCS 1.29).

This area for improvement was made on 17 February 2022.

Action taken since then

Staff used their trauma training in their interactions with young people and were aware of the effects of experienced trauma on young people's behaviours and relationships.

Previous area for improvement 4

In order to ensure that the service can consistently achieve positive outcomes, the provider should adopt a SMART approach to care planning.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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' (HCS.1.15).

This area for improvement was made on 17 February 2022.

Action taken since then

We saw improvement in care planning. Plans were clear and identified strategies to help young people achieve.

Previous area for improvement 5

To enable young people to be fully involved in all decisions about their care and support, the provider should consider ways of involving young people in their care planning and evidence this in their care plans.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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' (HCS.1.15).

This area for improvement was made on 17 February 2022.

Action taken since then

Young people told us that they knew about their care plans and felt they could influence them.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How well do we support children and young people's rights and wellbeing?	5 - Very Good
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7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	5 - Very Good

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