

Horizons Residential Care - Glendale House Care Home Service

43/45 Powdermill Brae
Gorebridge
EH23 4HX

Telephone: 07818 505303

Type of inspection:

Unannounced

Completed on:

22 January 2019

Service provided by:

Horizons Residential Care Limited

Service provider number:

SP2013012111

Service no:

CS2015341181

About the service

This service was registered with the Care Inspectorate on 21 June 2017.

Horizons Residential Care - Glendale House provides a care home service for three children and young people, both male and female, aged eight years to eighteen years. It 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 on the ground floor, and bedrooms and bathrooms upstairs. There is an office in the basement. The home is within close proximity to local amenities and public transport.

Horizons Residential Care Mission statement includes:

'Horizons Residential Care will provide a nurturing and safe environment for the young people who will be respected and treated as individuals.

The care staff will encourage and support the young people to achieve their potential, working together with the young person's family members and supporting agencies to achieve this.

The care staff will uphold and promote the rights and views of the young people.

The care staff will provide a positive living experience which meets the requirements of the National Care Standards and which is independently inspected by the Care Inspectorate.

To provide a safe place where young people have an opportunity to make positive changes, achieve their potential in life and find their place in the community'

What people told us

During the inspection we spoke with two of the young people who were staying at Glendale. One of the young people was very positive about staying there. They said that they felt happy and felt cared for. They had a vision for their future and felt staff were helping them to achieve.

One young person was not happy living at Glendale and wanted to be somewhere else. However that young person enjoyed positive relationships with some staff, seeking them out and having animated discussion.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We discussed their improvement plans and quality assurance systems which identified their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

The service was providing good care and support to young people.

Staff had created a nurturing environment where young people enjoyed their company and actively sought them out.

All of the young people had care plans and most were up to date with identified goals for young people. Risk assessments were clear and identified strategies to prevent and minimise risk. Improvement was needed in relation to identifying outcomes, progress and next steps and some aspects of the plans were repetitive. We questioned the relevance of some records, such as food diaries, unless there was a clear purpose for using them. We made suggestions as to how the plans could be more streamlined with fewer documents which would make the plans easier to understand for both young people and staff. We have made a recommendation about this. **(see Recommendation 1)**

The manager acknowledged that there had been some placements which had not been successful. We accepted that staff had tried very hard to make these placements work and the provider had authorised additional staff to support young people and staff. The management team at Horizons were developing their admissions policy in order to better identify the young people they could work, with taking into consideration the rest of the young people in residence.

Staff were committed to working with the young people and were ambitious for them. They were positive in their approach and tried to help the young people identify progress and achievement.

We saw some very good outcomes for young people where they had achieved at school and had developed strategies to help them manage their behaviours appropriately. Young people were encouraged to maintain friendships within their local communities and keep contact with people who were important to them.

We discussed rules and sanctions with young people and there were differing opinions in terms of fairness. The manager and staff were committed to reduction in sanctions and working positively with the young people.

The young people were confident when speaking to staff and encouraged to give their views about how they were cared for. The staff were, in the main, sensitive and considerate towards the young people and were respectful of them.

Young people ate well. Staff were aware of their preferences and tried to provide them with food they liked.

All young people were linked to health services to enable them to access appointments. Staff were able to demonstrate knowledge of health related agencies which could provide advice, guidance and support for young people. The home held very little medication and what was there was well managed. We made some suggestions to reduce recording and paperwork whilst still following safe medication guidance.

Whilst we acknowledged that all incidents were recorded, some were not signed off by the manager. Some of the debrief notes in relation to incidents were very well written whilst others were limited in identifying areas of learning. We made some suggestions about how the service could improve the recording of incidents. We have made a recommendation about this. **(see Recommendation 2)**

The staff we spoke with understood their responsibilities in relation to child protection and were aware of reporting processes.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service should streamline care plans and reduce paperwork in order to make them more accessible to young people and staff.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, as a young person, my personal plan (sometimes referred to as care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices. (HSCS 1.15)

2. The manager should ensure that all incidents are signed off. She should take action to improve debrief recordings in order to identify learning and aim to reduce incidents.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, as a young person, I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. (HSCS 4.19)

Grade: 4 - good

Quality of environment

Findings from the inspection

Young people staying at Glendale had their own bedroom which provided private space and were comfortable and well furnished. Young people were provided with a budget to personalise their room to their own tastes.

The kitchen was the hub of the house and the place where young people and staff gathered for meals and conversation. There were enough communal rooms for young people to spend time on their own if they wished or join in group activities.

Young people had access to a large established garden. The garden was a work in progress and staff had ideas of how they wanted to make improvements. Young people had made suggestions about how to improve the garden.

Security was taken seriously in order to ensure the safety of young people. Access doors were locked and staff answered the door to visitors so they knew who was in the house at all times.

The house was clean and tidy and most of the decoration was good. There were some areas which needed redecoration, however we saw that this work was in progress. We suggested that putting up pictures and photos of the young people would further improve the personalisation of the building.

The home was located in an area with access to major road links and bus routes within Midlothian and to the city of Edinburgh.

Maintenance logs evidenced that repairs were carried out reasonably quickly. We suggested it would help to keep track of repairs if the date of repair was entered into the maintenance log.

There had been some issues with the misuse of fire equipment and the manager had arranged for the fire officer to visit in order to address this with staff and young people.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

There had been major changes with the staff group in the first year of operation. At the time of the inspection the service had a full care staff team. Everyone we spoke with was positive about the team dynamics and the supports within the team, however recognised that the formation of relationships was in the early stages.

The staff we met during the inspection presented as knowledgeable about the needs of the young people in their care and were committed to their work with them.

Staff were appropriately registered with the Scottish Social Service Council (SSSC). Those who needed to obtain qualifications as a condition of registration were being supported to access that training.

The manager acknowledged that supervision had in some cases been sporadic because of the changes in main grade and senior staff. She had developed a supervision spread sheet to accommodate dates for supervision for all staff. We have made a recommendation about this. (**see Recommendation 1**)

Staff had carried out core training such as child protection. The vast majority of staff had carried out CALM (Crisis and Aggression, Limitation and Management) training. Plans were underway to have accredited CALM trainers within the Horizons group. In addition, we saw evidence of directed training at staff meetings using practice guidance, blogs and media articles.

Staff had access to a range of appropriate policies and procedures to inform their practice such as whistle blowing and codes of practice.

Regular staff meetings evidenced reflection on incidents and events and what could be done better. We saw evidence of detailed planning and discussion in relation to young people.

Managers were carrying out a review of recruitment processes. Whilst the service were carrying out safe recruitment practices, when we looked at recruitment files, they were not well organised and we made some suggestions about how these could be improved. We heard from new staff that the induction process had been thorough and they felt well prepared for their role. We have made a recommendation about this. (**see Recommendation 2**)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. All staff should receive regular one to one supervision from their line manager.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, as a young person, I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. (HSCS 3.14)

Also

Scottish Social Services Council Codes of Practice for Social Service Workers and Employers which state that As a social service employer, you must provide learning and development opportunities to enable social service workers to strengthen and develop their skills and knowledge. You will provide effective, regular supervision to social service workers to support them to develop and improve through reflective practice. (SSSC Codes of Practice 3.5)

2. The provider should review the recruitment policy and procedure and ensure that safe recruitment information is clear and easily accessible.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, as a young person, I am confident that people who support and care for me have been appropriately and safely recruited. (HSCS 4.24)

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The young people and staff benefited from a manager who provided consistency and dependability. The manager had established a positive culture within the service with a high focus on respect between staff and the young people.

The manager had a significant presence within the home and was readily accessible to young people and staff. We saw that the manager had very good relationships with the young people. She led by example and was a very good role model for staff.

The management team had recently formed and were at the stage of getting to know each other, looking at the roles of the senior staff and defining responsibilities. Whilst saying this we found that the management team promoted leadership values. They had a good overview of the running of the service and delegated appropriate tasks to individual members of the staff team.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.

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