

Horizons Residential Care - Hillview House Care Home Service

28 Drumbrae South
Edinburgh
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Telephone: 0131 625 2828

Type of inspection:

Unannounced

Completed on:

22 January 2019

Service provided by:

Horizons Residential Care Limited

Service provider number:

SP2013012111

Service no:

CS2015341621

About the service

This service was registered with the Care Inspectorate on 12 February 2016.

Horizons Residential Care - Hillview House provides a care home for children 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 and an office on the ground floor, with bedrooms and bathrooms upstairs. The home is within close proximity to local amenities and public transport.

Horizons Residential Care mission statement includes.

'Horizon 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 young people living at Hillview. They told us it was a very nice place to stay. They said they got on well with staff and they felt cared for. They showed us their bedrooms and spoke about how they had personalised them and how they enjoyed the comforts they had in their rooms. They told us about the thing they liked to do and how staff helped them to keep up with hobbies and interests.

We received three completed Care Standard Questionnaires (CSQ's). In response to the statement "Overall I am happy with the quality of care I get here", all three young people strongly agreed. Comments in the CSQ's included:

"I feel safe from bullying and physical abuse"

"I feel they put a lot of effort into caring for us"

"They don't see it as a job, they see it as an opportunity".

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	5 - Very Good
Quality of environment	5 - Very Good

Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

The quality of care and support for young people was very good. It was based on a nurturing environment where staff know young people well. The established staff group provided continuity of care where young people could form ongoing relationships.

Young people had care plans linked to the GIRFEC principles. Well developed chronologies from placing social workers were appropriately used to help identify trauma triggers. This led to individual care plans which demonstrated targets, progress and next steps as well as therapeutic interventions particular to individual needs. We saw examples where young people had been able to accept opportunities because risks had been thoroughly assessed and approaches identified to moderate risk.

An effective system for recording incidents was in place. We saw that incidents resulted in changes to risk assessments in order to promote the safety of the young people. Medical issues were clearly identified and instructions for management of medical issues detailed. Prescribed medication was appropriately managed.

Young people told us they felt cared for and enjoyed the company of staff. The staff had sensitive discussions with young people, showing real interest in their thoughts and opinions and giving praise and positive regard. Young people were helped to make positive choices and although they sometimes didn't make these choices they were helped to understand what this meant for them.

There were some very good outcomes for young people moving into adulthood, making positive attainments at school and being supported towards independence. We also found very good outcomes for younger children who were cared for in a very nurturing way.

Young people enjoyed a wide variety of activities, both within the home and in the local community. This included leisure cards, which promoted physical interests where staff participated alongside young people.

Mealtimes were social occasions where everyone sat down together. Young people negotiated changes to menus to suit their tastes and were encouraged to maintain a healthy diet. Staff were knowledgeable about their responsibilities in relation to child protection and child protection procedures were followed.

The house was homely and comfortable. Favourite games, books and things made by young people were evident around the house. All of this helped young people to feel relaxed and encouraged them to feel at home.

Each of the young people had their own good sized, ensuite, bedroom which provided personal space. A budget was provided to personalise rooms to individual tastes. This had helped young people to create their own 'safe space' surrounded by the things that were important to them.

Changes to décor the use of rooms had happened as a result of consultation with young people.

Maintenance and environmental checks were managed effectively.

Young people had access to a garden area.

What the service could do better

Managers need to improve their overview of care plans to ensure they are all signed, dated and reflected the most recent events and updates.

Work should be undertaken with staff to help them use more positive reflection in relation to recording.

Whilst prescribed medication was well managed we found some discrepancies within homely medication. All homely medication should be provided for individual use and the young persons name recorded on that medication. All homely medication needs to be recorded on a medication administration record. This should identify when the medication is to be used and each individual use. Care should be taken to ensure that all medication is safely stored at all times.

Young people had access to a garden area. We suggested that the service should consider how to further improve the garden and offer young people experiences of planting and growing and more opportunities to enjoy outdoors.

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.

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

Recommendation 1

Managers should have a stronger overview of care plans to ensure that they are all written to a high standard.

This recommendation was made on 15 November 2017.

Action taken on previous recommendation

We saw improvement to the content and strategy planning within care plans. We found some care plans which were not signed or dated and have raised this with managers. They committed to working with staff to ensure this is improved.

Recommendation 2

The provider should continue with plans to make improvements to recruitment processes.

This recommendation was made on 15 November 2017.

Action taken on previous recommendation

We found that there had been improvements to recruitment processes. The service had taken guidance from an external company in relation to these processes and was working with them to ensure all staffing processes were up to date.

Inspection and grading history

Date	Type	Gradings
15 Nov 2017	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership Not assessed
24 Aug 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 4 - Good

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