

The Good Shepherd Close Support School Care Accommodation Service

The Good Shepherd Centre - Close Support
Greenock Road
Bishopton
PA7 5PW

Telephone: 01505 864501

Type of inspection:

Unannounced

Completed on:

11 October 2018

Service provided by:

The Good Shepherd Close Support

Service provider number:

SP2013012182

Service no:

CS2013321127

About the service

The Good Shepherd Close Support service is a registered school care accommodation service for up to nine young people, aged between 12 and 18, at one time. The premises consist of a close support unit for up to six young people and a cottage accommodating up to three.

Young people move into the service both from the community - placed by local authority social work departments - and from the secure accommodation service (Good Shepherd Centre Bishopton) which is located in the same grounds. The service, therefore, shares management, staffing, the majority of policies and procedures and some facilities with the close support unit. All young people in the close support unit have an en-suite bedroom and share a communal lounge, dining room, kitchen and additional sitting rooms. Additional facilities for young people include a gym and fitness suite.

The service is situated in a rural setting near Bishopton, Renfrewshire.

The service provider is The Good Shepherd Close Support, a private company limited by guarantee. The company is managed by a board of directors.

The service's overarching purpose is to provide a 'positive, life-changing experience to young people through individual care, education and skills development.'

The service registered with the Care Inspectorate on 1 April 2014.

What people told us

During the inspection, we met with seven young people to gather their views of their experience of the care they receive. Some of the views of these young people included:

"I like it and I like the staff";

"They are a good laugh and you need that";

"There is always someone to talk to. I feel safe here"; and

"The staff really talk to you in here".

There were further less positive comments such as:

"Some staff don't listen";

"If secure kicks off we can't go out with staff"; and

"They fry everything, we would like more veg" .

We also issued questionnaires to young people and staff. We received four replies from young people. Two young people reported that they strongly agreed that, overall, they were happy with the quality of care that they experienced in the service; and two reported that they agreed that, overall, they were happy with the quality of care that they experienced in the service. One young person responded:

"My time in GSC (Good Shepherd Centre) and especially CS (Close Support) has been lovely..staff in unit 4 are amazing.....it has been my best placement ever, I will miss it a lot".

Five staff responded to our questionnaires and most responses were positive overall; all reported being fully supported in their role. One member of staff reported of a concern they had but added that this was historic and not relevant to current circumstances.

During the inspection, we also spoke with staff, managers and contacted young people's social workers. Staff we spoke with gave very positive responses and comments relating to their role and the support they received. Staff's positive comments included:

"I feel really supported";
 "The training and personal support is very good"; and
 "The door is always open and the managers always listen".

However, the staff had less positive views in relation to the care experiences of young people placed in the Close Support unit from outwith Scotland. This related to the lack of advocacy visits for these young people and the low frequency of family and social work visits. Comments relating to these circumstances included:

"They (children from outwith Scotland) are not getting the same service", "out of sight out of mind", "There is less contact from their families" and "The distance has an impact for transitions".

In relation to the environments, staff also commented that "Secure have better outdoor space with their courtyard".

Social workers gave positive feedback of the service; both from their view and the views of young people they worked with. Comments from social workers included appreciation of the staff having:

"... strove to get an understanding of (X) to establish what factors will influence their wellbeing."

They also acknowledged the positive outcomes for the young person in relation to their achievements:

"Prior to moving to GSC (X) was out of education; however, is now attending daily and engaging well".

They added:

"The placement is meeting (X)'s needs and since moving there has been a positive shift in (X)'s mental health and emotional wellbeing".

Self assessment

No self-assessment was requested by the Care inspectorate for this inspection year.

From this inspection we graded this service as:

| | |
|--------------------------------------|---------------|
| Quality of care and support | 5 - Very Good |
| Quality of environment | 4 - Good |
| Quality of staffing | not assessed |
| Quality of management and leadership | not assessed |

What the service does well

We found that the Good Shepherd Close Support service demonstrated a number of important strengths which, taken together, clearly outweigh areas for improvement.

The strengths will have a significant positive impact on people's experiences and outcomes. However, improvements are required to maximise wellbeing and ensure that people consistently have experiences and outcomes which are as positive as possible.

Throughout the inspection, we found strong evidence of nurturing practices and noted that staff were very good at meeting young people's specific care needs. We considered staff to have a very high level of awareness of, and were attuned to, young people's needs.

We were impressed with the solid assessments that informed well considered, regularly reviewed care plans and subsequently, the person centred programme of intervention. We were further impressed with the levels of meaningful participation and involvement the staff had been able to engage young people in completing these assessments and plans.

Particular strengths of the service related to the valuable outcomes for young people's health. Efficient arrangements assured that young people's basic health care needs were fully addressed; young people were registered with GP's and dentist and supported to make and attend appointments where appropriate.

The service had also appointed a Children and Adolescent Mental Health (CAMHS) nurse. Due to a change in personnel, this role was in the process of being further established within the service.

In addition to this, the service's own wellbeing team delivered a broad range of evidenced-based interventions appropriate to young people's assessed needs.

Young people's physical health was promoted through purposeful opportunities provided through various sports and physical activities. Regular access to the fitness suite with cardiovascular exercise machines and weight machines, together with regular time doing structured activities such as football or exercises on the trampoline, gave young people opportunities to maintain and develop their health and fitness.

In relation to young people's education, we learned of continuing innovative developments within the education department. Further to the previous development of a citizenship and tenancy award, the education department had developed a mental health award. The education department had worked diligently to have both awards recognised by the SQA.

Young people had access to a range of therapeutic interventions and a service outcomes tracker evidenced good progress across the intervention themes for some of the young people. Whilst recognising the good outcomes being achieved, we identified areas for improvement and have commented on these in the section below.

The service Child Protection Plan had been updated to take account of best practice and guidance, and all staff we spoke with regarding these matters had a very good sound knowledge of the practices of supporting disclosure, recording and notifying concerns. Staff's good knowledge and awareness of child protection matters and procedures were translated into young people having a very good knowledge of child protection, bullying, child sexual exploitation and safe care.

The environment was generally safe and secure with warm and comfortable spaces.

The service has a good range of public and private spaces providing plenty of room to participate in various activities and provide positive experiences for young people. The young people had access to, for example, a holistic therapy suite, a quiet room and a large games room. They also had games, books, television and computer games for use in recreational time.

What the service could do better

In assessing the quality of care and support and of the environment to be good, we identified some areas for improvement.

As highlighted in comments in the What People Told Us section in this report, and from discussions with staff and inspection of young people's records, we found that some young people were not having regular visits from family or social workers. We acknowledge that some responsibility for this sits outwith the service and that the service is currently attempting to address this issue through the development of an advocacy service. We commend this development; however, the service provider should review the experiences of young people; particularly in relation to independent advocacy, family contact, family based interventions, social work contact and transitions support.

Young people had access to a range of therapeutic interventions and the service's outcomes tracker indicated good progress across themes for some of the young people. Facilities included access and use of an external therapeutic garden space. However, we identified the need for more family based interventions which would provide further options in aiming for improved outcomes for young people transitioning to their home communities.

A therapeutic space for family interventions would also enhance the delivery of these interventions and improve contact experiences.

At the previous inspection, we identified elements of the environment of the close support unit that were areas for development as we considered them to be more consistent with the secure unit. At this inspection, these included the door locking systems, some aspects of the furniture and the young people's rooms. We acknowledge that there is a programme of refurbishment for the rooms; however, these have yet to be completed in the close support unit and have yet to be evaluated.

We have identified these aspects of the service as areas for improvement. See recommendation 1.

The quality of communication between shifts had led to some discrepancies in some young people's care plan implementation. For example, one young person had been denied access to an area of the service it had previously been agreed they could access. The service provider should review the quality of communication between shifts to ensure discrepancies do not occur.

The service had maintained the high levels of engagement with young people in education that we noted during previous inspections. All young people in the close support unit were involved in classroom learning at the Good Shepherd education facility. However, given the age and stage of some young people, we considered that placements with local colleges and work placements may support better transitions back to their communities.

We were disappointed to hear mobility plans and activities for young people were at times cancelled. This was due to staff leaving to attend unplanned incidents at the Good Shepherd secure centre. To ensure reliable and predictable support, it is essential the close support unit always has appropriate staffing levels to fully meet the

needs of young people as identified in their care plans. We have identified this as an area for improvement. See recommendation 2.

Whilst fully acknowledging the associated risks of mobile phone use for young people we consider the service provider could be more risk enabling toward mobile phone use; where assessed as appropriate. Allowing young people more access to mobile phones whilst in the Close Support unit could afford learning opportunities for staff to teach young people the skills required to keep themselves safe, understand risks, and make informed choices.

We found that young people and staff also felt that the food options were limited and, at times, of poor quality. We understand that a staff issue may have contributed to this. However, it is our view that young people should have more spontaneity in relation to meal choices and food options to include access to food preparation and cooking. We have identified this as an area for improvement. See recommendation 3.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The service provider should review the close support environment in relation to the Health and Social Care Standards and best practice. In doing so, there should be a focus on developing the therapeutic environment that fully meets the needs of the young people residing there. This ensures care and support is consistent with the Health and Social Care Standards which state that:

1.19 'My care and support meets my needs and is right for me';

5.6 'If I experience care and support in a group, I experience a homely environment and can use a comfortable area with soft furnishings to relax'; and

5.11 'I can independently access the parts of the premises I use and the environment has been designed to promote this'.

2. The service provider should ensure the Good Shepherd Close Support unit is staffed appropriately at all times to meet the needs of young people as identified in their care plans. Staffing levels must be informed by an ongoing assessment of risk and need to determine the levels of support required for young people. This is to ensure care and support is consistent with the Health and Social Care Standards which state that:

3.14 'My needs are met by the right number of people'; and

4.14 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event'.

3. The service must ensure that young people should have more spontaneity in relation to meal choices and food options; to include access to food preparation and cooking, where assessed as appropriate. This ensures care and support is consistent with the Health and Social Care Standards which state that:

1.33 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning'.

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

The service manager should review the close support unit policy relating to the locking of the bedroom wing corridor doors. This would promote the young people's sense of moving on from secure care.

National Care Standards: school care accommodation services; 4 and 5.

This recommendation was made on 19 March 2018.

Action taken on previous recommendation

This recommendation was not actioned and therefore we have amended and repeated it under the recommendation 1.

This ensures care and support is consistent with the Health and Social Care Standards which state that:

5.11 'I can independently access the parts of the premises I use and the environment has been designed to promote this'.

Inspection and grading history

| Date | Type | Gradings | | | | | | | | |
|---------------------------|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|---------------|-------------|---------------|----------|---------------|---------------------------|---------------|
| 24 Jan 2018 | Unannounced | <table> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>6 - Excellent</td> </tr> </table> | Care and support | 6 - Excellent | Environment | 5 - Very good | Staffing | 6 - Excellent | Management and leadership | 6 - Excellent |
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| Staffing | 6 - Excellent | | | | | | | | | |
| Management and leadership | 6 - Excellent | | | | | | | | | |
| 20 Sep 2016 | Unannounced | <table> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table> | Care and support | 6 - Excellent | Environment | Not assessed | Staffing | 6 - Excellent | Management and leadership | Not assessed |
| Care and support | 6 - Excellent | | | | | | | | | |
| Environment | Not assessed | | | | | | | | | |
| Staffing | 6 - Excellent | | | | | | | | | |
| Management and leadership | Not assessed | | | | | | | | | |
| 9 Jul 2015 | Unannounced | <table> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>6 - Excellent</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>6 - Excellent</td> </tr> </table> | Care and support | 6 - Excellent | Environment | 6 - Excellent | Staffing | 6 - Excellent | Management and leadership | 6 - Excellent |
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| Environment | 6 - Excellent | | | | | | | | | |
| Staffing | 6 - Excellent | | | | | | | | | |
| Management and leadership | 6 - Excellent | | | | | | | | | |
| 15 Sep 2014 | Unannounced | <table> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>6 - Excellent</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>6 - Excellent</td> </tr> </table> | Care and support | 6 - Excellent | Environment | 6 - Excellent | Staffing | 6 - Excellent | Management and leadership | 6 - Excellent |
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| Staffing | 6 - Excellent | | | | | | | | | |
| Management and leadership | 6 - Excellent | | | | | | | | | |

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