

River View Cottage Care Home Service

Greenock Road
Bishopton
PA7 5PE

Telephone: 01505 864091

Type of inspection:

Unannounced

Completed on:

22 January 2019

Service provided by:

GSC Through-Care

Service provider number:

SP2017013018

Service no:

CS2017362136

About the service

River View Cottage is a service which provides accommodation and support for up to two young people, who were formerly accommodated by the Good Shepherd Centre in Bishopton, Renfrewshire. The aim of the service is to provide transitional support, with the planned outcomes for young people being that they will develop their social and independence skills to allow them to move onto either supported accommodation or their own tenancy.

The service is located in the grounds of the Good Shepherd Centre. It was registered with the Care Inspectorate on 30th March 2018.

What people told us

We spoke with both young people who were resident within the service. Both of them advised they got on well with staff and felt well supported. One of the young people advised it was very different to their previous care experiences, as they were given much more trust. Comments included :

"It's good, it's just like having your own home".

"It's like a normal family environment".

At this inspection we did not speak with any relatives of young people.

Self assessment

The service had not been asked to complete a self assessment prior to the inspection. We looked at their own improvement plan and quality assurance paperwork in order to assess how they monitored service provision.

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	4 - Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

We observed very positive interactions between staff and young people, and it was evident that development of relationships characterised by warmth and respect were viewed by the service as essential in achieving positive outcomes.

There was very good evidence of young people being supported to progress socially and educationally. One young person was participating in a training programme while another was being supported to learn to drive.

We also saw very good examples of young people being supported to develop social networks and become involved in positive activities. Development of independence skills was seen as important and young people were given the opportunities to progress in areas such as cooking and travel.

There was a strong commitment by the service to facilitate and support family contact, and we saw very good examples of staff "going the extra mile" to ensure young people could take part in family activities and celebrations.

Care plans were linked to wellbeing indicators, regularly reviewed and there was very good evidence of positive interaction with other agencies to ensure action points were progressed. We also felt care plans contained strengths based language. However, we felt that there were some areas for improvement within the planning and recording used by the service.

Specifically, we felt that :

- * Involvement of young people in developing their care plan should be clearer;
- * Action points within plans could be more specific;
- * Background information in files should be more detailed;
- * Admission processes should be clearer;
- * Planned outcomes for young people should be more explicit;
- * Case recordings should be more analytical.

While we felt the areas for improvement identified above did not have an adverse effect on young people's' experiences, we were of the view that if these areas were addressed, there would be greater clarity over planned and achieved outcomes for young people. We discussed this with the provider, who advised they were in the process of developing a new outcomes framework to support care planning, and our observations would be addressed as part of this and within the service improvement plan.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The house is a bungalow which comprises of :

- * A living room;
- * A dining area;
- * A kitchen;

- * Two bathrooms;
- * Two bedrooms;
- * A small office;
- * A garden area.

We found that the house was very comfortable and well furnished. It was clear that staff and young people treated their environment with respect.

The house is very homely and, as young people commented, has a family feel to it. Bedrooms were personalised and the house has Wi Fi, allowing young people to have internet access.

There was evidence of the service being responsive to necessary improvements, for instance by buying a new settee when this was required. Young people were involved in the process of choosing any new furniture purchased.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

We found that the staff group put young people at the centre of their work, and had gone to great lengths to develop positive relationships with them. Within the group, there was a very good knowledge of young people's day to day care needs, though we did find that background knowledge could in some instances be improved; we felt this was directly related to the need to improve background information in case files, as outlined under care and support.

There was a very good commitment by the provider to offer good quality training to staff. There was a comprehensive induction programme for new staff, and training around trauma informed practice had been made available to all staff.

The service operates a "lone working" system, given the needs of the young people. This can present challenges, but we found the provider would offer additional staffing support if the needs or activities of the young people required this. The staff group were very supportive of each other and the young people and would, for instance, cover extra shifts if required.

We observed one team meeting during inspection and were impressed with the comprehensive nature of this and that staff were able to reflect on their practice. However, we did note that meetings did not happen regularly, and this could impact on communication between staff and sharing of good practice and challenges, the importance of which is increased by the fact there is a lone working system in place.

The provider acknowledged this was an area for improvement and gave a commitment to carry out regular weekly team meetings.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We found that supervision of staff was regular, with notes containing agreed action points for review at the next session. Care plans and progress of young people were central to discussions during supervision, but other aspects such as personal and team development were also covered.

It was evident that a learning culture had been created within the service. The manager of the service was experienced and knowledgeable, but also listened to others views and ideas. All staff we spoke with advised they felt the manager of the service was very approachable. It was also clear that management had also sought the views of young people around service improvement.

Twenty four hour on call management support is available to the staff and based either within the service or only a short distance away from the service, meaning there can be a very quick response if any difficulties occur. This meant that staff felt re-assured and well supported.

A service improvement plan had been put in place, and this had been updated recently. The provider advised that feedback and areas for improvement identified through this inspection would be included in this plan, which was due to be discussed at a forthcoming team development day.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very 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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