

Inspection of Midlothian Residential Service for Young People Report by Joan Tranent, Head of Children's Services

1 Purpose of Report

This report outlines the outcome of the above unannounced inspection as carried out by the Care Inspectorate in November 2015.

2 Background

2.1 Midlothian Residential Services consists of three, 4 bed-roomed residential homes in Penicuik, Dalkeith and Gorebridge. Each home cares for four young people who are aged between 10 and 18 years, who cannot safely stay with their own family. The homes in Penicuik and Dalkeith are purpose built single storey houses. The home in Gorebridge is on older property on two levels. At the time of the inspection only the homes in Penciuik and Gorebridge had young people staying there.

2.2 The Care Inspectorate is the Independent scrutiny and improvement body for care services in Scotland. They inspect all registered care services and local authority social work department on a regular basis to ensure that providers are meeting standards required and are working to improve the quality of care for everyone. Every time they inspect these services they produce an inspection report.

2.3 Based on the findings of this Inspection the Care Inspectorate awarded the following grades:

Quality of care and support	Grade 5	– Very Good
Quality of Environment	Grade 5	– Very Good
Quality of Staffing	Grade 5	– Very Good
Quality of Management and Leadership	Grade 5	– Very Good

The Inspectors reported that the service was operating to a very good standard in relation to all areas that were inspected.

2.4 The Inspection Team noted the following strengths:

- At the time of the Inspection all of the young people were attending school, involved in training or in employment. Care plans evidenced that staff worked with education resources to support the young person in their learning.
- We found a good range of methods to involve young people in the assessment and improvement of the service.
- The houses were equipped and decorated to a high standard. They were comfortable and attractive and a plan was in place to continually update and improve.

2.5 The Inspection Team reported that the authority could do better in the following areas:

- The service provider should review the recording of care plans and risk assessments to make them clear about young people's target and strategies, and to identify progress and next steps.
- The service should continue to build in staff training and cohesion of the team and further develop the training programme to ensure they keep up to date with current themes in child care practice.
- Managers need to ensure that all required notifications are submitted to the care inspectorate.

3 Summary

Midlothian Residential Services has just undergone a full review of its service. The positive outcome of which was acknowledged by the Care Inspectorate in relation to the newly established staffing team which the young people were involved in the staff recruitment process through devising questions and sitting on the interview panel. The Inspection team acknowledged the service continues to make improvements and that the needs of our young people are being met within the homes.

4 Report Implications

4.1 Resource

There are no resource issues arising from this report.

4.2 Risk

The Care Inspectorate regulate all care services in Scotland using the [National Care Standards](#), set out by the Scottish Government, as a benchmark for how each type of service should perform. These standards are the minimum that children and young people should expect when using care services.

If the standards are not being fully met, the Care Inspectorate would note this in the inspection report and require the service manager to address these. The Care Inspectorate could impose an additional condition on the service's registration if the provider persistently, substantially or seriously fails to meet the standards or breaches a regulation. They also have the power to issue an improvement notice detailing the required improvement to be made and the timescale for this.

Monitoring, review and evaluation of progress by officers in Children's Services is the control measure in place to reduce the risk of failure of the care services and to demonstrate their capacity to improve.

4.3 Single Midlothian Plan and Business Transformation

Themes addressed in this report:

- ☐ Community safety
- ☐ Adult health, care and housing
- ☒ Getting it right for every Midlothian child
- ☐ Improving opportunities in Midlothian
- ☐ Sustainable growth
- ☐ Business transformation and Best Value
- ☐ None of the above

4.4 Impact on Performance and Outcomes

Performance and outcomes will continue to be measured through the quarterly reporting, review and evaluation process, e.g. to support the target of reducing the number of repeat Child Protection registrations by 5% per annum.

4.5 Adopting a Preventative Approach

The Service will continue to improve its work in line with its improvement plan the Education, Communities and Economy Directorate will continue to challenge and support the Service in relation o developing and implementing a range of quality improvement strategies.

4.6 Involving Communities and Other Stakeholders

As part of their inspection process the Care Inspectorate spoke with 4 young people during the inspection and met with two more.

Prior to the inspection taking place, Inspectors sent 8 Care Standard questionnaires to be given to young people so they could give their views about staying in Midlothian Residential Services. Five completed questionnaires were received by the Inspectors and are referred to in the report. All five reported they were happy with the quality of care they received.

Copies of the report have been made available to Elected Members, staff and other interested parties.

- Proposal has been developed in partnership with service users;
- A stakeholder engagement programme has been used to develop this proposal;

4.7 Ensuring Equalities

An action Plan has been prepared to address the areas for improvement recommended in the report. The action place will be screened for equalities implications.

4.8 Supporting Sustainable Development

The Service Improvement Plan allows for sustainable development and improvement.

4.9 IT Issues

There are no IT issues.

5 Recommendations

Cabinet is requested to:

- Note the content of the Inspection report.
- Pass the report to the Performance, Review and Scrutiny Committee for consideration.
- Acknowledge the continued improvement since the last Inspection and the positive and ongoing work by management and staff connected with the Midlothian Residential Services for Young People.

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Background Papers: (Please see Appendix 1)

Care Service Inspection Report, dated 23 November 2015.