

**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 October 2016.

**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 there were 12 residents living between all three houses.

**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	– Not assessed
Quality of Staffing	Grade 5	– Not assessed
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 it was noted that the majority of the young people had a sense of belonging and all the young people reported that they received nurturing care from staff working in the houses.

We heard specifically of improved safety for some young people, development of independence skills, young people becoming more active and an improvement in relationships with family.

- Staff spoke about being consistent in emphasising their relationships with young people as essential in providing, nurture, influencing their behaviours and supporting good outcomes.
- The 'relational' approach to care was seen as a positive way of working across the staff teams as was the commitment to working alongside families.

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

- To maintain positive morale of staff we need to ensure that transitions and particularly endings are managed sensitively for both staff and the young people.
- The service should try and give more consideration to matching young people within the service. Staff reported they did not have a voice in these decisions and we therefore need to consider how we communicate more effectively with staff around these placement decisions.
- We need to consider how we maintain staff within each house, thereby ensuring continuity of care.

### **3 Summary**

Midlothian Residential Services has just undergone an Inspection which considered the quality of care and support and the quality of management and leadership. This said the Inspection was very thorough with the Care Inspectorate meeting all staff including night staff where they arrived on site at 6am.

The positive outcomes acknowledged by the Care Inspectorate in relation to the strong relationships between staff, the young people and their families is key to achieving better outcomes and very much welcomed and promoted as good practice within our residential establishment. The Inspection team acknowledged the service continues to make improvements and that the needs of our young people are being met within the homes.

There are no noted requirements or recommendations from this report.

### **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. through our corporate parenting strategy and plan.

### **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 to 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 8 young people during the inspection and met with two relatives.

Prior to the inspection taking place, the Care Inspectorate received a fully completed self-assessment from the Residential Services.

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**

As there were no recommendations or requirements within the report, we shall add the areas for improvement to our existing Improvement plan and address this through ongoing staff training and development.

### **4.9 IT Issues**

There are no IT issues.

## **5 Recommendations**

Cabinet are requested to:

- Note the content of the Inspection report.
- Pass the report to the Performance, Review and Scrutiny Committee for information.
- 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.

**Date: 14 February 2017**

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**Background Papers: (Please see Appendix 1)**

Care Service Inspection Report, dated 28 October 2016.