

Inspection of Midlothian Residential Service for Young People

Report by Joan Tranent, Head of Children's Services, Education, Communities and Economy

1 Purpose of Report

This report outlines the outcome of the above unannounced inspection as carried out by the Care Inspectorate in October 2014.

2 Background

2.1 Midlothian Residential Services consists of three small residential homes in Penicuik, Dalkeith and Gorebridge. Each home cares for a maximum of four young people who are aged between 10 and 18 years who cannot safely stay with their own family, or in any substitute family, and whose needs would best be met in a residential setting. At the time of the inspection only the homes in Penicuik and Gorebridge had young people staying there.

2.2 The Care Inspectorate is the independent scrutiny and improvement body for care and children's services and they inspect every registered care service, local authority social work departments and child protection teams on a regular basis to make sure 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 4 – Good

The Inspectors reported that significant progress had been made in a number of areas and this is reflected in improved grades across all parts of the service since the previous inspection in March 2014.

The report and grades represent the Care Inspectorate assessment of the quality of the areas of performance which were examined during the inspection.

A note of the current and previous gradings is attached as Appendix 1 to show improvements made since 2013.

2.4 The Inspection Team noted the following strengths:

- The service are good at supporting young people and provided care to match the young people's varied needs.
- Staff are warm and friendly and tried to make the young people feel welcome.
- The service has worked hard to improve care planning arrangements and in ensuring young people were involved in the process.

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

- Ensure that systems of quality assurance were consistent and effective.
- Risk assessments need to be kept updated, particularly following any incidents.
- Systems for keeping records needed to be streamlined so that they are easily accessible.

2.6 The Care Inspectorate concluded that improvements were made within most of the quality themes and that Midlothian continues to demonstrate that they are committed to improvement of the services for accommodated children.

3 Summary

Midlothian Council have invested heavily in the Residential Service with the opening of two new residential provision in Penicuik and Dalkeith. However, by using Dalkeith House as an outreach service we have been able to support more young people within their own communities thus preventing residential placements. The inspection team acknowledged the improvements in the service and are confident that the needs of vulnerable young people are being met.

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 monitoring, review and evaluation process.

4.5 Adopting a Preventative Approach

The Service will continue to improve its work in line with its improvement plan and 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 4 young people during the inspection and noted that whilst not all of them would have chosen to be living there, they were generally very positive about the care they received.

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. Six completed questionnaires were received by the Inspectors and are referred to in the report.

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

4.7 Ensuring Equalities

An action plan has been prepared to address the areas for improvement recommended in the report. The action plan 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 arising from this report.

5 Recommendations

Cabinet is asked to:

- (i) note the content of the inspection report;
- (ii) pass this report to the Performance, Review and Scrutiny Committee for its consideration;
- (iii) acknowledge the significant improvement since the last inspection and the positive and ongoing work by management and staff connected with the Midlothian Residential Service for Young People;
- (iv) note that the Council will continue to challenge, support and monitor the service in relation to achieving excellence through further improving performance.

10 March 2015

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Background Papers:

Care Services Inspection Report dated 28 October 2014

Declaration Box

Instructions: *This box must be completed by the author of the report. The box will be copied and saved by the Council Secretariat who will delete it from the report prior to photocopying the agenda.*

Title of Report: *Inspection of Midlothian Residential Service for Young People*

Meeting Presented to: *Cabinet 21 April 2015*

Author of Report: *Joan Tranent*

I confirm that I have undertaken the following actions before submitting this report to the Council Secretariat (Check boxes to confirm):-

- ☒ *All resource implications have been addressed. Any financial and HR implications have been approved by the Head of Finance and Human Resources.*
- ☒ *All risk implications have been addressed.*
- ☒ *All other report implications have been addressed.*
- ☒ *My Director has endorsed the report for submission to the Council Secretariat.*

For Cabinet reports, please advise the Council Secretariat if the report has an education interest. This will allow the report to be located on the Cabinet agenda among the items in which the Religious Representatives are entitled to participate.

Likewise, please advise the Council Secretariat if any report for Midlothian Council has an education interest. The Religious Representatives are currently entitled to attend meetings of the Council in a non-voting observer capacity, but with the right to speak (but not vote) on any education matter under consideration, subject always to observing the authority of the Chair.