

# Midlothian Residential Service for Young People Care Home Service

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Gorebridge  
EH23 4HT

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**Type of inspection:**  
Unannounced

**Completed on:**  
1 December 2022

**Service provided by:**  
Midlothian Council

**Service provider number:**  
SP2003002602

**Service no:**  
CS2003011085

## About the service

Midlothian Residential Services for Young People is a care home service for Children and Young People run by Midlothian Council. The service has two locations, a house in Dalkeith which is a purpose built single storey property and a two storey house in Gorebridge.

## About the inspection

This was an unannounced inspection which took place between 21 and 23 November.

The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we spoke with nine people using the service and three of their family. We spoke with 12 staff and management and spoke to four placing social worker. We observed practice and daily life.

## Key messages

- Young People were experiencing positive outcomes.
- The service had a clear model of relationship based practice.
- Staff approached care in a trauma informed way.
- Both houses were homely and welcoming environments.
- Management have a clear vision for service improvement.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support children and young people's rights and wellbeing?	5 - Very Good
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Further details on the particular areas inspected are provided at the end of this report.

## How well do we support children and young people's rights and wellbeing?

5 - Very Good

We have graded this key question as very good where there are major strengths in supporting positive outcomes for people.

Children and Young People in the service had positive relationships with a staff team who were committed to a nurturing relationship based model of practice. Staff understood the needs of children and young people in the service and recognised the impact of trauma and how this impacted on their behaviour. Children and young people experienced improved outcomes and their wellbeing was promoted through positive relationships with the staff team. The service had a clear ethos that this was a home for the children and young people with staff providing a nurturing environment.

Children and young people generally felt safe and secure in the service and multi-agency risk management plans were in place to manage risk where these were required. Staff were aware of their responsibilities in relation to child protection and child sexual exploitation. Where incidents of bullying had occurred within the service, staff were proactive in addressing this and undertook a restorative approach. The service should continue to monitor the wellbeing of all children and young people in the service to ensure that bullying does not have an adverse impact.

The service has a vision to eliminate restraint from its practice and the use of restrictive practice in the service was low. The service has taken on board feedback in relation to the risk assessment and documentation in relation to incidents of restrictive practice when these take place to improve how practice is analysed. Managers were provided with updated information on record keeping and notification and need to ensure that this is followed.

Each house within the service had a homely feel and were welcoming environments that were generally well maintained. Children and young people had the opportunity to personalise their rooms and both houses had well maintained outdoor spaces. Some issues with décor were raised by staff during the inspection and it was noted that a number of improvements are planned.

Children and young people were aware of their rights to continuing care and had access to formal advocacy. Children and young people were engaged in their care planning through the use of key time. Mechanisms were in place to gather their views through house meetings and a "you said we did" suggestions box.

Children and Young People were supported to maintain positive mental health through encouragement of individualised strategies that helped them to regulate their emotions. Staff had good knowledge of what worked for each individual child or young person.

Children and Young people were supported to maintain links with birth family. Staff actively promoted family time through the provision of transport and family were supported to visit children and young people in the service if this was in their interest. Some parents reported that communication with the service could be improved.

Children and young people's individual ambitions, interests and skills were consistently supported and developed. Staff supported children and young people to engage in a range of community activities such as local youth clubs, swimming, fishing, horse riding, trampolining and attending sports events.

Children's attendance at school was a major strength of the service and a number of young people who had poor attendance or a limited timetable had been able to increase their hours education. The service had high aspirations for young people and promoted positive attainment and there were examples of young people engaging in college and apprenticeships.

Healthy eating and exercise were promoted with staff prepared two menu options for young people each day to promote positive choices. Food prepared was cooked fresh and provided a balanced diet. Mealtimes were nurturing occasions where staff shared food with children and young people.

Leaders ensured a positive culture and staff were very positive about the vision of the registered manager. Management had a clear vision for improvement, a comprehensive development plans was in place and the manager had undertaken self evaluation to identify improvements linked to "The Promise" arising from the Independent Care Review and the incorporation of the United Nations Convention on rights of the child in to Scottish law.

Children and young people generally felt there was the correct number of staff in the service. A change in shift pattern meant that night shift staff started earlier. This led to improved relationships in the service as night staff had an opportunity to engage children and young people in activities at the start of their shift.

Staff had access to reflective and supportive supervision to support them in their role. Some staff reported that supervision did not take place at the required frequency or could be cancelled at short notice. The service should ensure that all staff have access to regular supervision and that this is prioritised within the service.

Children and young people had positive risk management plans within the service that outlined needs and risks and how they should be cared for but these did not fully reflect the depth of knowledge held by staff. These plans could more clearly outline strategies for support and better promote SMART (Specific, Measurable, Realistic, Timebound) care planning linking key time to specific objectives. This is recognised within the service improvement plan as an area for further development.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

To ensure young people are protected from harm the service must improve its assessment and management of risk.

**This area for improvement was made on 14 June 2019.**

#### Action taken since then

Assessment and risk management plans updated since previous inspection.

#### Previous area for improvement 2

To ensure young people experience consistent care and support as they get older the provider should review their approach to continuing care, promoting a shared understanding.

**This area for improvement was made on 14 June 2019.**

#### Action taken since then

Clear policy for Continuing Care in place that includes residential care in Midlothian.

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

### Detailed evaluations

How well do we support children and young people's rights and wellbeing?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good

7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights

5 - Very Good

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