

Reflexions Response - Birchwood Care Home Service

Camaghael
Fort William
PH33 7NF

Telephone: 01397 701 620

Type of inspection:
Unannounced

Completed on:
2 August 2021

Service provided by:
Reflexion Care Group Ltd

Service provider number:
SP2013012183

Service no:
CS2019378313

About the service

Reflexions Response - Birchwood is a care home service for children and young people. The service can be provided to a maximum of three young people aged between 10 years to 20 years. The service is based in Fort William in a modern house set in a large garden in a rural area close to local schools and other amenities.

The aims of the service include:

'Our aim is to provide a holistic and therapeutic placement for young people experiencing difficulties or crisis in their lives. Young people can expect to be treated with dignity and respect whilst being given the opportunity to gain confidence and self-awareness through a structured and well thought out programme tailored to meet their individual needs.'

The service is provided by Reflexion Care Group Ltd and was registered in February 2020.

It should be noted that this inspection took place during the Covid-19 pandemic restrictions and therefore followed a revised procedure for conducting inspections in these circumstances.

What people told us

During the inspection two young people were staying in the service. Both young people told us they enjoyed staying in Birchwood. They got on well with staff and had been able to make friends in the area.

How well do we support children and young people's wellbeing?**5 - Very Good**

During this inspection we spoke with both young people who were staying at Birchwood. We also contacted social workers of all five young people who have stayed in the service since it opened. We received a poor response from social workers however those we spoke to told us they had been impressed with the care their young person experienced when living in the service. They found staff to be respectful and compassionate and young people generally formed positive relationships with staff. This information was supported by both young people we spoke to. They said they had adults within the service they were happy to speak to if they felt this was necessary and found all staff to be supportive and respectful.

Both young people were placed in the service from England however they were aware of their rights while in Scotland and we confirmed that all the appropriate paperwork was in place for them to be cared for in Birchwood.

Young people were supported to engage with education and the service had particular success with one young person who was attending mainstream school on a regular basis.

Young people told us they were supported to make decisions and choices about their lives and we saw evidence of this in personal plans. Whilst one young person was engaging well with school there were concerns about another young person who was not engaging appropriately with any formal education plan and seemed to be distancing themselves from staff. The staff and manager were taking appropriate steps to support this young person and were trying strategies to support transition. This included regular visits to the young person's home to meet and stay with family.

There were very good examples of young people benefitting from tailor made plans which supported good outcomes for them. For example, one young person was in the process of building up trust to be able to have more opportunities with friends in the community. This was well documented and there was a clear plan in place. There was also evidence of some very good outcomes for a young person who had helped with redesigning the garage to create a gym and cinema/games room. This supported the young person to have positive learning experiences and lead an active and fulfilling life. Young people's goals and successes were celebrated.

Young people told us they were listened to and their views were respected. They felt their emotional and physical wellbeing was a high priority for staff and welcomed their input. This included young people being supported to keep themselves safe and understand risk. Whilst we did not observe many interactions between staff and young people, young people told us they understood the support staff gave them and knew staff were there to help them. In daily logs and personal plans, we saw that staff were able to make links to Getting it Right for Every Child (GIRFEC) and the wellbeing indicators. Staff were able to make links between theory and practice and this underpinned their interactions with young people.

We observed positive interactions between staff and young people where staff were encouraging young people to make positive lifestyle choices in terms of diet, smoking and engaging in anti-social behaviour in the community. Staff acted as good role models and attempted to engage young people in more appropriate less risky activities.

Young people told us the food provided was very good and enjoyed home cooking.

How good is our leadership?

5 - Very Good

The manager had worked hard to ensure the service continued to develop with a robust process of self-evaluation. Quality assurance supported changes she had made to the service and there was evidence to show that this process included young people and staff as well as external stakeholders.

The staff we spoke to and from feedback we received supported this process. Staff spoke positively about the relationship with their manager and told us she was approachable and enthusiastic about change.

The manager used best practice guidance and research to support change and empowered young people to be a part of the process. We saw evidence and heard first-hand how staff and young people had contributed to the evaluation of the service.

The manager had developed a culture that encouraged and supported creative contributions from young people, staff and other stakeholders. This was borne out by comments received from external professionals. The focus of the service was always child-centred and young people's outcomes were at the forefront of quality assurance.

External managers had an overview of the service and met with the manager on a regular basis to monitor the quality of young people's experiences and help support positive outcomes. The manager had not completed a service development plan but there was clear evidence that this process was well underway. A formal plan would support this process and assist all stakeholders to take part in the process.

How good is our staff team?

5 - Very Good

We reviewed staff records and noted that all staff were appropriately registered with the Scottish Social Services Council. Staff were being supported by the service to meet any conditions on their registration. There had been a number of changes to the staff group since the service was first registered. The manager had worked hard to recruit suitable individuals and we saw a good range of individuals with a variety and range of skills working in the service.

The staff we spoke to were committed and enthusiastic about the opportunities they had to work with young people. During the inspection we observed staff interacting with young people. At all times we saw them working in a way that reflected the values and principles of the Health and Social Care Standards and working towards the aims and objectives of the service.

As stated previously we observed staff engage in respectful, warm and genuine relationships with young people. We observed staff modelling positive and appropriate behaviour when with young people and they had a very good understanding of each individual's development.

Suitable strategies were used when with young people to ensure they were kept safe and at all times these were done in a discreet, dignified and respectful way.

In discussion with staff, it was clear that most were aware of the learning and development process that was being introduced by the service. We observed staff putting their learning into practice when with young people.

Feedback from staff said they benefited from the very good framework of support they experienced.

How good is our setting?**5 - Very Good**

The house is based in a rural area on the outskirts of Fort William. Local schools, parks and other community activities are nearby.

Whilst young people are placed many miles from their families there was evidence that supported one young person having regular trips home to see family. Other young people told us they could contact family if they wished and it was appropriate to do so.

Young people told us they were able to engage in community activities if they wished and had been able to make friends in the area.

We observed positive relationships with young people living in the house and it was clear that there was an 'older sibling' protectiveness between the young people.

We observed staff acting as positive role models, modelling acceptable behaviour and encouraging young people to develop interpersonal skills.

Young people are supported to interact with technology in a safe way that is appropriate to their needs and development.

How well is our care and support planned?**5 - Very Good**

We looked at documentation relating to two young people and found the content and layout of personal plans to be appropriate. Documentation was 'SMART' and of a consistent and high quality. This included high quality evaluation and recording of young people's development and progress. Young people were encouraged to be at the heart of this process as much as possible and both young people told us they were able to contribute to their personal plans in a meaningful way.

We found personal plans to be underpinned by robust assessment of need and risk and saw this flowing through the care that was provided. There was a positive and aspirational approach to personal plans that firmly placed young people at the centre. We saw input from other stakeholders and in a multi-agency approach to the process.

Personal plans were regularly reviewed and amended appropriately and underpinned by research and good practice.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support children and young people's wellbeing?	5 - Very Good
1.1 Children and young people experience compassion, dignity and respect	5 - Very Good
1.2 Children and young people get the most out of life	5 - Very Good
1.3 Children and young people's health benefits from their care and support they experience	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement are led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.2 Staff have the right values, skills and knowledge to care for children and young people	5 - Very Good
How good is our setting?	5 - Very Good
4.3 Children and young people can be connected with and involved in the wider community	5 - Very Good
How well is our care planned?	5 - Very Good
5.1 Assessment and care planning reflects children and young people's needs and wishes	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.