

# Nether Johnstone House Care Home Service

Barochan Road  
Johnstone  
PA5 8YP

Telephone: 01505 322984

**Type of inspection:**

Unannounced

**Completed on:**

18 December 2019

**Service provided by:**

Julia Stewart Limited

**Service provider number:**

SP2010977037

**Service no:**

CS2010237321

## About the service

Nether Johnstone House is a Care Home for Children and Young People and is registered to provide care and accommodation for up to seven children and young people, aged eight to eighteen years. At the time of this inspection, there were four young people living at the service. The service is provided by Julia Stewart Limited.

The house sits in private grounds, set within a semi rural location. A double storey property provides spacious and comfortable accommodation for children and young people. There is a large lounge, with a smaller adjoining lounge where young people can relax away from the group. A dining/kitchen is also located on the ground floor. On the upper floor, each young person has their own bedroom with en-suite facilities. There is also a self contained 'flat' should this be required. Outside space offers a large garden, with separate meeting space within a converted outhouse.

The vision of the service is:

- Nether Johnstone House is a place where all children and young people are listened to and involved in decisions that affect their lives.
- Our service actively engages children and young people and use their views and experiences to inform plans and improve outcomes.
- Participation is embedded in our organisational culture and practice.

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

The service was registered with the Care Inspectorate on 1 April 2011.

## What people told us

During this inspection we met with two young people individually and another one young person joined in the shared dinner time. We received three completed care standard questionnaires. The feedback we received was overwhelmingly positive with young people telling us that they felt safe and cared for.

Some of the comments included:

"I went on holiday abroad with my family and a member of staff came with me to support me. It was brilliant"

"I like living here, it is my home"

"I have nothing bad to say about this place"

"I can talk to all staff and they all help me when I need it"

We also reviewed the services own feedback which has been undertaken by an external consultant in October 2019. The feedback from young people during this echoed that found by ourselves and was in the main very positive and evidenced a high level of support, care and nurture being provided.

**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 wellbeing?	5 - Very Good
How good is our leadership?	not assessed
How good is our staffing?	5 - Very Good
How good is our setting?	not assessed
How well is our care and support planned?	5 - Very Good

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 wellbeing?**

**5 - Very Good**

During this inspection we were pleased to find that very good standards of care were being maintained in Nether Johnstone House. We found a nurturing, caring and supportive environment was being provided. There was a focus on identifying the strengths of young people and working with them to achieve their goals and reach their potential.

We found that staff were caring and warm and provided a stable and nurturing place for young people to live. When we spoke with staff they demonstrated that they knew the young people very well. This helped develop secure relationships and enable young people to express their views, share anxieties, accept comfort and reassurance.

Young people told us that they got on well with staff and had developed positive and caring relationships with members of the staff team. We saw very good evidence of these relationships with young people feeling relaxed in the house and able to participate in daily routines and meal choices.

Young people had very good opportunities to have fun and go on a variety of activities and trips. Participation was embedded in the ethos of the service and young people were being well supported to get the most out of life. We saw a number of improved outcomes for young people, including sustained education placements, improved self-esteem and confidence and a significant reduction in risk taking behaviours.

We were told by young people that the staff worked very hard to help them maintain contact with family and friends and staff had developed very supportive relationships with family/friends which enabled young people to

maintain these relationships. We heard about family members being invited for Sunday dinner and the young person being supported to buy ingredients and cook a meal.

Staff were vigilant and were aware of possible ways in which young people could be exploited. Young people were encouraged to develop the skills and knowledge to understand risk and make informed decisions to make their lives as safe as possible. Young people were aware of the consequences to avoid getting into anti-social behaviour or offending. Positive relationships supported these discussions.

We saw that all young people were registered with all the appropriate healthcare professionals. Young people were being supported to attend appointments and the staff team told us of other professionals providing detailed advice and guidance to strengthen the support they offered.

Young people we spoke with told us that they thought the food was 'very good' and that they got lots of choice. Some young people prepared some of their own meals with the support of staff.

We reviewed medication practices and procedures and confirmed that medication was stored in a safe place and there was a robust system of management of medication in line with legislation and good practice. We were pleased to see that the service had been responsive to reviewing and amending the medication policy following a recent error.

During feedback we discussed with the service the need for documents in the paper file to be the updated version and that an audit of documents would support this. We also asked the service to ensure that all documents are signed and dated and where possible evidence of young person participation included.

We found very little room for improvement during our inspection. This was due to the very high level of service delivery and the transparency in which the managers worked.

## How good is our leadership?

This key question was not assessed.

## How good is our staff team?

**5 - Very Good**

A safer recruitment exercise of two workers file evidenced that safer recruitment practices were being followed with robust checks conducted before commencing employment. We were confident that recruitment and selection is informed by national guidance and best practice.

Young people have been involved in the recruitment process in a number of ways and the service were seen to value the views of young people as part of this process.

We were satisfied that staff were undertaking a robust, well-planned induction which are able to perform their work to a high standard.

We sampled probationary reviews and staff supervisions and were confident that these were supportive and enhancing the professional development of staff.

**How good is our setting?**

This key question was not assessed.

**How well is our care and support planned?**

**5 - Very Good**

As part of our inspection we sampled three young people's case files. We found that there was a placement care plan in place for each young people and that these were based on the SHANARRI (safe, healthy, achieving, nurtured, active, responsible, respected and included) wellbeing indicators from Getting it Right For Every Child (GIRFEC). Plans were drawn up after an assessment of need and risk was carried out and young people confirmed that they were aware that they had a care plan in place and that they had participated in the creation of these.

There were also up to date individual documents linked to risk assessment and management of challenging behaviour, for example risk assessments and behaviour support plans. We saw evidence of regular review and audit of these documents and for one young person the plans were detailed and clearly evidenced her participation.

Whilst we found that the care plans for young people were detailed and reviewed regularly we did ask the service to consider personalising these further. We found that in some care plans there was a lack of clarity about outcomes and timescales. We discussed with the manager the need to make some outcomes and goals SMART (specific, measurable, achievable, realistic and time-bound) and in doing so this would enable them to be clearer about how to support young people to achieve the goals within their plans on a day to day basis

In order to further inform the care plans, the service was asked to be proactive in monitoring and securing a copy of the assessment and plan from the social worker.

**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 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 staff team?	5 - Very Good
3.1 Staff are recruited well	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects children and young people's needs and wishes	5 - Very Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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