

Nether Johnstone House Care Home Service

Barochan Road
Johnstone
PA5 8YP

Telephone: 01505 322 984

Type of inspection:
Unannounced

Completed on:
15 May 2024

Service provided by:
Julia Stewart Limited

Service provider number:
SP2010977037

Service no:
CS2010237321

About the service

Nether Johnstone House is a care home service for children and young people. The service is provided by Julia Stewart Ltd. Nether Johnstone House is registered to provide care and accommodation for up to seven children and young people, aged between eight and 20 years.

The house sits in private grounds, set within a semi-rural location. A double story property provided 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.

At the time of this inspection, there were three young people living at the service.

About the inspection

This was an unannounced inspection which took place on 8 May 2024 from 11.30am to 6pm and 9 May 2024 from 7am to 4.45pm. 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 two people using the service
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- spoke with two visiting professionals.

In addition, we received MS survey responses from three young people, eight staff members and four visiting professionals.

Key messages

Young people felt safe and were being protected from harm and abuse.

There was a skilled staff team within the service who provided nurturing care to the young people.

There was a strong focus on relational based practice from staff who understood the impact of trauma.

Young people were achieving well in education and employment.

Personal plans needed to have clear and achievable goals.

The service needs to develop a Continuing Care policy and needs to ensure that all staff attend training in Adult Protection.

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?	4 - 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?

4 - Good

We made an evaluation of good for this key question, as several strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children and young people's experiences.

Children and young people were being kept safe both emotionally and physically. They were consistently respected and listened to and were experiencing kindness and compassion in how they are cared for. One young person told us 'Nether Johnstone House is my home, a place I feel safe and comfortable'.

Young people at risk were protected through effective partnerships with key professionals. A social worker told us 'It is evident that they are reviewing the young person's needs on a regular basis and making any necessary changes to make sure that he is as safe and happy as possible'.

Young people's views were being sought and listened to through positive multi-agency working. The use of advocacy services was strong and where advocacy staff were not directly involved with young people, we heard that there were other responsible adults outside the service who act in their best interests.

Young people experience therapeutic and stable care. The staff consistently strived alongside young people to attain their best possible outcomes and did so through interactions that were calm, patient, loving and full of fun.

Young people were being supported by staff who had developed their skills and knowledge. Staff had an awareness of trauma-informed practice, and the team were committed to developing relationships with the young people and supporting them to achieve positive outcomes.

Young people's mental and physical health were prioritised through well-established links with professionals and support to attend appointments.

Young people were being supported to maintain relationships with important people. Family time was well supported, and family members were included in communication and planning.

Young people were supported to remain living in the service as they become adults. Whilst the service demonstrated a commitment to young people staying in the service, they do not have a Continuing Care policy and there was no evidence of staff completing Adult Protection training. This will form an Area for Improvement (see AFI 1).

Young people are fully engaged in their care and support. They participate meaningfully in decisions affecting them.

Opportunities to achieve the best outcomes for young people are reduced as care planning does not always inform practice. We found that some care plans lacked detail and ambition, and the work staff were undertaking with young people was not sufficiently detailed and evidenced. Whilst plans were in place and up to date for all young people, they needed to better outline the goals of young people. This will form an Area for Improvement (see AFI 2).

Managers ensure the culture is supportive and empowering. There is now a stable management team who

model high standards of practice. The commitment to employing staff with high standards of practice and skills and knowledge has been crucial to the culture being encouraged. All files sampled evidenced that staff had been safely recruited.

Managers are clear about their roles and responsibilities and play a key role in the audit and analysis of the quality of young people's experiences, safeguarding and improving outcomes. We discussed with the service the need to ensure that audit processes are embedded to ensure that this overview is maintained and that any identified actions are progressed.

Matching and admissions documentation was comprehensive. High levels of planning and multi-agency collaboration meant that transitions were minimised and support trauma free and successful outcomes.

The service has a stable staff team who are skilled and knowledgeable. This allows young people to develop and enjoy enduring and trusting relationships. Staff are equipped and supported to meet the needs of young people and we heard that they value and benefit from formal and informal support and supervision.

There was a clear commitment and passion for service improvement and positive outcomes for all young people at the heart of all work being undertaken by staff and managers.

Areas for improvement

1.

The service should develop a Continuing Care policy to set out its responsibilities to provide continuing care to young people and how it will ensure that young people are aware of their right to continuing care up to the age of 21. In order to promote the safety of children and young people, the service should also ensure that all staff receive training in Adult Protection.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "As a child or young person I feel valued, loved and secure" (HSCS 3.5) and, 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities (HSCS 3.20).

2. To ensure that children and young people's health, welfare and safety are met, the service should ensure that personal plans have goals which are SMART (specific, measurable, achievable, realistic and time-bound) and that goals identified within wider care plans are reflected in personal plans.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 31 July 2023, the provider must ensure that children and young people receive quality care and support by the service who has undertaken a thorough matching process. To do this, the provider must, as a minimum:

- Implement matching guidance that follows good practice.
- Gather appropriate information about the needs and risks of a young person before a placement decision is made.
- Undertake a matching assessment of other young people at the placement in order to determine if the match is suitable and safe.
- Provide training to relevant staff involved in matching to ensure that they have an appropriate level of matching knowledge.

This is to comply with Regulation 4(1)(a) (welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty' (HSCS 3.18) and; 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

This requirement was made on 27 April 2023.

Action taken on previous requirement

The service have in place up to date matching and admissions guidance and for a recent admission we saw evidence of high level assessment, planning and preparation linked to the individual needs of the young person. Staff were well informed, consideration was take of the needs of the young people currently living in the service and transition planning was planned and reviewed.

Met - outwith timescales

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 rights and wellbeing?	4 - Good
7.1 Children and young people are safe, feel loved and get the most out of life	4 - 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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