

28 Cunningham Place Care Home Service

28 Cunningham Place
Ayr
KA7 3HZ

Telephone: 01292 287 691

Type of inspection:
Unannounced

Completed on:
9 June 2023

Service provided by:
South Ayrshire Council

Service provider number:
SP2003003269

Service no:
CS2013316915

About the service

28 Cunningham Place is a registered care home service provided by South Ayrshire Council. The service operates from a purpose-built house and an adjoining flat is in the process of being built. It is located in a residential area of Ayr, and is centrally located, with access to public transport links and local amenities.

The service provides care to a maximum of six young people. The house has its own parking spaces at the front and a garden to the rear of the property. It has six single bedrooms with en-suite facilities, and an additional bathroom. There is an open plan lounge and dining room area, and kitchen. There are two smaller separate rooms for the use of young people, which are in the process of being updated to be relaxation and study areas. The living areas are furnished and decorated to a good standard.

About the inspection

This was an unannounced inspection, carried out by one inspector with in-person visits taking place on 31 May between 13:30 and 19:00 and 1 June 2023 between 13:30 and 19:30. Feedback was provided on 9 June 2023.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings and registration information. We also reviewed information submitted by the service and information gathered throughout the inspection year.

To inform our evaluations we:

- spoke with five young people using the service and one family member
- spoke with staff, management, and the senior management team
- spoke to representatives from social services and advocacy services
- reviewed survey responses received from staff and external professionals
- observed practice and daily life in the house
- reviewed key documents.

Key messages

- Young people had individualised support, including access to activities.
- Young people were supported with their rights, having access to advocacy services.
- Staff were good at developing meaningful relationships with young people.
- Admissions and matching processes were not in place and required improvement.
- Care plans and risk assessments should be in place for all young people. They should clearly detail the young person's needs, how they will be met, and use up-to-date knowledge, theory, and research.
- Staff training and formal support, including supervision and debriefs, required improvement.
- The management team and staff showed commitment to the welfare of young people.

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

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| How well do we support children and young people's rights and wellbeing? | 3 - Adequate |
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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?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Young people were supported with their rights, and their advocacy worker was a regular visitor to the service. Young people's identity was supported, including religious, cultural, and dietary needs. We heard that the young people enjoyed the food cooked by the chef and had the opportunity to make specific requests. Young people received individually tailored support to maximise attainment, this included school and work experience placements. Young people's physical health was supported, with young people having access to gym memberships, and mental health, with one young person being supported to keep their pet dog. New experiences were also prioritised, including facilitating trips to Blackpool. Connections to people important to young people were prioritised, where possible, to promote young people's sense of identity.

Prior to young people moving to Cunningham Place, 'consideration meetings' were held, however there were no formal admission or matching processes in place (see area for improvement 1). This meant there was limited planning around young people moving, staffing ratios, staff training, young people's views, how care would be delivered and how risks would be managed. Risk assessments and care plans for young people who had recently moved to Cunningham Place were not in place (see area for improvement 2).

Where risk assessments were in place, the strategies to support the young people were unclear, for example when to use restrictive practices. Care planning documents should be SMART (specific, measurable, achievable, relevant and timebound), reflect young people's needs, and how staff will support these needs to be met, by using up-to-date knowledge, theory, and research. It was pleasing to hear that the service plans to improve the quality of risk assessments, care plans and strategies used to support young people, and we look forward to seeing the impact of this at future inspections.

Staff spoke highly of the level of support they received. We heard that there were daily handover processes in place, including weekly team meetings, development days, some peer support and that management were available and supportive. We heard that though staffing at times was difficult due to absences, minimum staffing requirements remained in place to mitigate the impact of the quality of care to young people. We heard that absences had impacted on formal supervision and debriefs taking place. It was pleasing to hear that the service is closely monitoring staffing levels and plans to improve the staffing needs assessment as part of their service action plan. It was pleasing to hear that formal supervision and debriefs would increase in frequency.

We saw that knowledge and understanding of child protection varied across the team. Access to specialist training including trauma and adult safeguarding also required improving. It was pleasing to hear that a refresher mandatory child protection training programme was underway for all staff, and that a training plan would be developed to identify specialist training required.

We saw staff build caring relationships with young people. We heard about some staff keeping in touch with young people after they had moved on and the importance of long-term meaningful relationships. There was an emphasis on continuing care, with one young person moving to live in the adjoining flat. Family and stakeholders felt that there had been improvements in communication, and that staff genuinely cared for the young people.

Areas for improvement

1. In order to ensure young people have the service that is right for them, the provider should ensure that decisions about admissions are fully informed by a robust, clearly evidenced assessment and matching process.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: "My care and support meets my needs and is right for me" (HSCS 1.19) and "I am in the right place to experience the care and support I need and want" (HSCS 1.20).

2. In order that young people have the best possible outcomes and experiences, the provider should ensure that the service develops high-quality, effective plans and risk assessments.

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) and "I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm" (HSCS 3.21).

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

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| How well do we support children and young people's rights and wellbeing? | 3 - Adequate |
| 7.1 Children and young people are safe, feel loved and get the most out of life | 3 - Adequate |

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