

# Sundrum View Care Home Service

8 Woodhead Road  
Coylton  
Ayr  
KA6 6HT

Telephone: 01292 570 486

**Type of inspection:**  
Unannounced

**Completed on:**  
6 March 2024

**Service provided by:**  
South Ayrshire Council

**Service provider number:**  
SP2003003269

**Service no:**  
CS2003045401

## About the service

Sundrum View is a care home service registered for up to seven young people, up to and including the age of 20 years old. The service may also provide Throughcare and Aftercare support to their young people when they move on. The provider of the service is South Ayrshire Council. The service is situated in Coylton, and all amenities are within driving distance.

Sundrum View is a detached, single-storey, purpose built house in a residential area. It has six bedrooms with en suite facilities, kitchen diner area, living room with dining area, a games room and an office. The house also has a self-contained flat, suitable for one young person, which has a bedroom, a shower room and an open plan kitchen/living room. There is a large garden to the rear of the property which contains a newly built garden room.

## About the inspection

This was an unannounced inspection carried out by one inspector. An in person visit took place on 28 February 2024 between 11:15 and 19:30 and 29 February between 12:00 and 19:00. Feedback was provided on 6 March 2024.

To prepare for the inspection we reviewed information about the 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 young people using the service
- spoke with staff and management
- spoke to representatives from social services, education 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 were supported to access their individual hobbies and interests.
- The environment was welcoming and homely.
- Staff supported young people to keep in contact with those that were important to them.
- Staff kept in touch with young people who had moved on from the service.
- Assessments and risk assessments could be SMART-er (specific, measurable, achievable, relevant, timebound).
- Training plans were being developed to include refresher safeguarding training and trauma training for the staff.

**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
--	----------

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 evaluated this key question and quality indicator as good, where several strengths impacted positively on outcomes for children and young people and outweighed areas for improvement.

Staff had a good understanding of child protection procedures. They knew young people well and demonstrated their knowledge of keeping children physically safe. However, we found staff's understanding of trauma could be developed to support young people to be emotionally safe (see area for improvement 1).

Risk assessments and care plans were in place for all young people, and these were regularly reviewed at Caring 4 U meetings. The service was undertaking work in ensuring language used and recording practices were in line with The Promise and this included monthly personalised letters to young people. Quality assurance processes were in place, which the service plans to develop further, and we look forward to seeing the impact of this at future inspections.

Support and strategies used to support young people were at times unclear or were not trauma-informed. Care planning documents could be SMART-er (specific, measurable, achievable, relevant and timebound) to reflect young people's needs and how staff will support these needs, by using up to date knowledge, theory and research (see area for improvement 2).

The house was well-furnished and the atmosphere was homely. We found that children and young people experienced warm and fun relationships with those caring for them. Staff spoke about their commitment, the importance of relationships, as well as keeping in touch with young people once they had moved on from the service. Some stakeholders commented that communication and consistency within the team could be improved. It was pleasing to see that the service had reviewed staffing arrangements and handovers to improve communication and consistency. The service plans to use stakeholder feedback to develop improvement and training plans, to inform future service development.

Young people were supported with their rights and had access to advocacy support, who was a regular visitor in the service. Young people's identity, cultural and dietary needs were supported. Staff spoke about the importance of supporting young people to maintain connections with people important to them.

It was unclear how staff were supporting young people with their learning, however some staff commented that they tried to incorporate education in weekly activity planning. Activities included cooking, baking and exercise. Staff commented that they would like to develop this further to include visits to historical sites. We look forward to seeing the impact of this at future inspections. Community activities were supported, including badminton, football, rugby, and trampolining.

There were admission and matching processes in place, and prior to young people moving to Sundrum View, consideration meetings were held. It was pleasing to see that impact assessments had been introduced to support young people with their transitions to Sundrum View. We saw that the service was also planning to develop their support to young people when they were moving on from Sundrum View, including supporting independent living. Staff kept in contact with young people who had moved on, who were regular visitors to the service.

**Areas for improvement**

1. In order that young people’s wellbeing is supported, the provider should ensure that staff have learning and development opportunities, and apply this in practice. This should include but is not limited to, trauma training.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes." (HSCS 3.14).

2. In order that young people have the best possible outcomes and experiences, the provider should ensure that the service implements 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: "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](http://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

## 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.