

# Cauvin House Care Home Service

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Edinburgh  
EH8 7HA

Telephone: 0131 661 3590

Type of inspection: Unannounced  
Inspection completed on: 12 August 2016

**Service provided by:**  
Dean & Cauvin Trust

**Service provider number:**  
SP2003002647

**Care service number:**  
CS2003011205

## About the service

Cauvin House is located in a residential area in the North East of Edinburgh and is in close proximity to local amenities and public transport. This service is one of a number of services provided by Dean and Cauvin Trust. Cauvin House is a residential service which provides accommodation for up to three young parents and their children offering parenting support and assessment.

The following is an excerpt from their handbook for service users:

"Cauvin House provides parents with facilities to enable the parent and child attachment to develop and to safeguard and promote child welfare. (You) can expect staff to provide a safe and secure environment in which to live. You will be given support with budgeting, shopping, cooking and maintaining a clean living environment, so that you will be able to do these things when you move on.."

## What people told us

We met with three young people using the service and two family members. Feedback from all was largely positive. All young people were happy with care and support received.

## Self assessment

The self assessment was completed and submitted. It contained a lot of good information but would benefit from some updating to ensure that evidence referred to is up to date.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

## What the service does well

This is a service which continues to provide a good service to young people with well-established positive cultures amongst the core staff group supported by the new leadership in place.

The relationships formed between staff and the young people using the service was evident throughout the inspection process. We also heard repeatedly about the warm nurturing care provided to the young people and children living in the service. We considered that these elements contributed most to good outcomes for those using the service. We saw evidence of improved familial relationships, reduction in risk taking behaviours, and a range of positive outcomes for young people who had moved on.

The relationships between the staff and young people were underpinned by a respect that staff had for these young mothers and a trust in their ability to care for themselves and their children. This had clearly helped young people to develop and improve their confidence in the parenting role.

The environment at Cauvin House is well maintained and changes in the last year have been taken forward in consultation with young people and staff to best meet the needs of those using the service. Safeguarding the children and young people is a clear focus of the service and key to this is an experienced and knowledgeable group of staff who have been confident in raising concerns about staffing levels. We were satisfied that the provider was responsive to these concerns and focussed on ensuring a safe environment for staff and young people.

As suggested here, the core staff group are a key strength of the service and their continued motivation and commitment to the young people using the service was apparent during the inspection. The retention of this core group has enabled the service to successfully recruit and mentor new staff into the team.

We were also encouraged to hear about plans to formalise the support provided to the young people using the service through the development of the 'confident parenting programme'. We would encourage the provider to ensure that the manager and the team at Cauvin House are effectively supported to implement this and we look forward to hearing about progress at the next inspection.

In the 2016/17 inspecting year the Care Inspectorate is scoping child sexual exploitation (CSE) practice in children and young people's services. This is part of our contribution to 'Scotland's National Action Plan to tackle Child Sexual Exploitation' and focusses on frameworks of CSE practice, staff understanding and care planning outcomes.

The service's child protection policy makes reference to child sexual exploitation (CSE). The service and staff have been pro-active in accessing training and learning opportunities delivered both in-house and in partnership with other organisations. Managers and staff members spoken with were confident in regard to identifying the risk and vulnerability indicators of CSE and evidenced a clear understanding of the actions required of them in order to protect young people from potential or further harm.

There was clear evidence of staff effectively implementing risk assessment processes to protect young people in their care. Young people at risk had been appropriately identified. There were care plans in place to maximise the safety of these young people, and the service regularly reviewed care planning strategies in conjunction with other agencies.

## What the service could do better

We are concerned that structures for the support and development of staff are not satisfactorily in place and could affect the morale of individual staff and the quality of care and support given to young people. The provider and the service are committed to providing regular formal supervision to staff and agreeing personal development plans. Improvements in this area identified at the last inspection do not appear to have been sustained. Worryingly we also detected some ambivalence within the staff group particularly towards supervision.

### **(Recommendation 1)**

We felt that the service could improve involvement opportunities to ensure that service users and other stakeholders are included and can be influential. Learning from the experience of those young people who have moved on from the service has not been successfully taken forward within the service. We heard about efforts made to learn from circumstances where there had been poor outcomes for one young person but this had not been successful. We heard of plans to develop a more rigorous process for getting regular feedback from young people and we look forward to seeing how this has been implemented at the next inspection.

When discussing the aims and objectives of Cauvin House and any service development plans we encountered some confusion amongst staff and a lack of clarity within documentation. We recognised the efforts being made by the provider to develop a shared philosophy across the services and to ensure local plans were coherent with the larger organisations. However we would urge the provider ensure that the service has an opportunity soon to review their aims and objectives and that service development plans are developed in consultation with service users and staff.

**(Recommendation 2)**

To ensure that the knowledge and experience of staff is supported with robust processes for protecting young people from exploitation we would suggest that the provider updates policy and risk assessment procedures.

**(Recommendation 3)**

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 3

1. The level of supervision for all staff in the past year does not appear to have been adequate nor did it meet the minimum levels identified within the organisational policy. The provider should ensure that levels of supervision are sufficient to support effective practice.

**National Care Standards, Management and Staffing - Standard 7.2 and  
SSSC Codes of Practice Employers of Social Service Workers 2.2**

2. The provider should ensure that staff have the opportunity to contribute as appropriate to the evaluation of the service and any development or improvement planning. Any action plans should also be 'SMART' (specific, measurable, attainable, realistic and time limited).

**National Care Standards, Management and Staffing - Standard 7.9**

3. By reviewing safeguarding policies and procedures to include greater reference to child sexual exploitation the service could improve practice in CSE to keep young people safe.

**National Care Standards, Feeling Safe and Secure - Standard 6**

## 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).

## Inspection and grading history

Date	Type	Gradings	
29 Jul 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
16 Jul 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
17 Jun 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
5 Oct 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
28 May 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
13 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
9 Sep 2010	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
5 Feb 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
7 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
9 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed 5 - Very good 4 - Good Not assessed
4 Dec 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 5 - Very good

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