

Portland Street Care Home Service

41 Portland Street
Edinburgh
EH6 4BB

Telephone: 0131 554 3784

Type of inspection:

Unannounced

Completed on:

25 July 2018

Service provided by:

Dean and Cauvin Young People's Trust

Service provider number:

SP2003002647

Service no:

CS2003011204

About the service

Portland Street was registered in 2002 to provide a service for five young people up to the age of 21. The home is located in a terraced row, in a residential area in the north of Edinburgh. It is in close proximity to local amenities and public transport. The building has four floors, including a basement with separate access. It has a spacious enclosed garden to the rear and a small garden to the front. It is one of two care home services for young people provided by Dean and Cauvin Young People's Trust

The Trust have stated aims, objectives and functions which are as follows:

"To enable young people up to the age of 21 to prepare for living independently: to provide accommodation and professionally qualified staff and funding to achieve this, and to assist mainly young people who are, or have been, looked after."

Portland Street stated their aim for the young people they work with:

"To focus on developing social and emotional capabilities; the ability to function in important ways; to create valuable outcome and to enable them to navigate choices and challenges. Our objective is to do this by providing a safe, supportive environment with the emphasis on building relationships which will carry on until adulthood."

At the time of this inspection there were two young people living at Portland Street.

What people told us

We spoke individually with one young person living in Portland Street, and one young person who had moved on but was receiving continued support from the service.

We also received two completed Care Standards Questionnaires (CSQs) from young people. They confirmed that they felt safe and well cared for at Portland Street, and overall were happy with the service. Young people we spoke with could think of nothing that they thought the service could do better, and said that staff treated them well and with respect

Self assessment

The Care Inspectorate did not request a self assessment for this inspection. We looked at the service's improvement plan as part of our assessment.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

We saw that there was a warm, homely atmosphere in the service and staff were kind and caring towards the young people. Young people told us they felt safe and well cared for, which provided a firm basis to achieve positive outcomes for them. There were important strengths which contributed to this:

Relationships established between staff and young people were positive and supportive: Young people were relaxed and confident towards staff, who knew them well and used this to help provide consistent care to achieve outcomes.

Detailed care plans and risk assessments were in place: These reflected the staged programme towards developing increased responsibility for managing aspects of daily living, relationships, work or further education. We saw that staff supported and encouraged young people in developing healthy life styles and reducing risk taking behaviours. Young people had opportunities to influence their care plans directly through their keyworker, or more formally through reviews. They were consulted for their views on the service through young people's meetings as well as in day-to-day conversations. Staff met regularly to plan developments; reflect on practice and debrief following incidents. This helped them learn from each other's experience and consider ways to make improvements.

Staff had a good understanding of child protection and adult support and protection: They were clear about their role in the protection of children and vulnerable adults, and were aware of the hazards presented to young people through their use of the internet and social media. They worked with CEOP (Child Exploitation and Online Protection Command of the National Crime Agency) to provide training and information for staff and young people to help them increase their awareness, and identified where there was potential for Child Sexual Exploitation (CSE).

Management and leadership: The service had reviewed their aims and objectives and clarified their purpose. Staff told us they felt well supported by the manager and were confident to approach her or the external manager for support, guidance or to discuss a concern. The manager had a direct overview of the service through day-to-day contact as well as through systems of audits in place. Management support was provided out of hours through an on-call duty system. The external manager and board members had an overview through monthly reports as well as visits to the service. Following the recent breakdown of placements for three young people, the service had carried out a debriefing to identify areas where they could make changes to practice in future as a result of learning from the experience.

We discussed issues regarding young people's drug use. The service manager agreed to explore carrying Naloxone within the service. Naloxone is an opiate blocker which when administered in the event of an overdose can save lives.

What the service could do better

Incident recording: While we could see that incidents and accidents were now logged, the Care Inspectorate had not been notified accordingly. It is a legal requirement to notify the Care Inspectorate, and the information contributes to intelligence gathering for inspection planning as well as for statistical analysis for national comparisons. **(See requirement 1.)**

Matching young people to the service At the last inspection, we highlighted the need for the service to carry out a comprehensive assessment to identify whether the service was in a position to provide for the proposed young person's needs safely. We saw that there had been young people placed in Portland Street who's individual needs and personalities meant that Portland Street was unsuitable for them, and their placement jeopardised the safety and wellbeing of other young people living there. We advised that in addition to carrying

out a thorough, recorded assessment of the needs of the young person before agreeing to their placement, they also carried out a risk assessment of the impact of the proposed placement on the existing group of young people. **(See recommendation 1.)**

Management and leadership: The service was in the process of transition to new management arrangements. A senior practitioner had been appointed at Portland Street and it was planned that management oversight would be provided by the senior practitioner on three days and by the existing manager from the organisation's other care home service (Cauvin House) on two days; with management on call when there was not a manager / senior practitioner present. The role of night staff was being reviewed and new night awake staff were to be appointed. We advised that the staff and young people should be supported during this period of change, and clear systems of review implemented with timescales. This would allow the effectiveness of the arrangements to be assessed and adjustments made if necessary. Alongside this we discussed the need to ensure that changes to the resident group were made gradually, following comprehensive assessments as previously discussed. **(See recommendation 1.)**

Requirements

Number of requirements: 1

1. In order to ensure the safety and wellbeing of children and young people, it is a requirement that the Provider ensures that the Care Inspectorate is notified accordingly within 24 hours of any incident as detailed in 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'. Systems to achieve this must be in place by 10th August 2018.

This is in order to ensure that care and support is consistent with Health and Social Care Standards 4.18 which states "I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected" and 3.24 which states "If I might harm myself or others, I know that people have a duty to protect me and others, which may involve contacting relevant agencies."

It is also to comply with:

SSI (2011)210 4 (1) (a) - a regulation that a Provider must make proper provision for the health, welfare and safety of service users.

Recommendations

Number of recommendations: 1

1. It is recommended that the service implements effective systems to ensure that the service can meet the needs of young people placed there. In order to achieve this comprehensive assessments need to be made on the needs and wishes of the proposed young person, including an assessment of the risks and impact of the proposed placement on the safety and wellbeing of those young people currently living there.

This is in order to ensure that care and support is consistent with Health and Social Care Standards 1.20 which states "I am in the right place to experience the care and support I need and want" and 4.15 "I experience stability in my care and support from people who know my needs, choices and wishes, even if there are changes in the service or organisation."

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
22 Aug 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
17 Aug 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
2 Dec 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
6 Mar 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
23 Jun 2014	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
24 Jul 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
20 Sep 2012	Unannounced	Care and support 5 - Very good

Date	Type	Gradings
		Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
31 May 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
14 Feb 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 4 - Good
1 Jul 2011	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
24 Sep 2010	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
21 Jan 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
3 Sep 2009	Announced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
5 Mar 2009	Unannounced	Care and support Not assessed Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
30 Oct 2008	Announced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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