

## Portland Street Care Home Service

41 Portland Street  
Edinburgh  
EH6 4BB

Telephone: 0131 554 3784

Type of inspection: Unannounced  
Inspection completed on: 17 August 2016

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

**Service provider number:**  
SP2003002647

**Care service number:**  
CS2003011204

## About the service

This service has been registered since 2002.

Portland Street is a registered care home providing a service to five young people up to the age of 21. It is one of two residential resources for young people provided by The Dean and Cauvin Trust. 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.

On their website the Trust outlines the following aims and objectives of the service:

"At Portland Street our aim for the young people we work with is to focus on developing social and emotional capabilities, the ability to function in important ways, to create valuable outcomes 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."

## What people told us

We spoke with three young people during the inspection visit and also had written feedback. The provider also provided the inspector with feedback they had received from young people who had used the service in the last year. We did not speak with any family members or carers during this inspection.

## Self assessment

Due to the inspection being brought forward, the self assessment was due for completion after the inspection was complete. However, the manager provided the inspector with the evidence used for supporting the self assessment and this has now been completed fully.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	4 - Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	5 - Very Good
<b>Quality of management and leadership</b>	4 - Good

## What the service does well

This is a service which continues to provide a high standard of care to the young people living there. We found that young people had good relationships with the staff working in the service and this enabled them to achieve some good outcomes. This included improving confidence in young people, enabling them to be more active and to be more engaged with other services in the community.

The day to day running of the service and planning for individual children is person centred and this is reflected in what we observed during the inspection, what we heard from those we spoke with and in the relevant documentation we looked at e.g. care plans and risk assessments.

Relationships between staff and young people coupled with a recent change in approach was ensuring that young people were nurtured and allowed to make progress at their own pace. The new 'phased approach' was currently being implemented and we considered this a positive development.

The new approach was a significant part of a shared vision for the service we heard about consistently from staff and referred to by young people and other professionals. The shared commitment to the service is underpinned by a reflective culture which we observed during the inspection e.g. handovers and team meetings are well used to reflect on the progress of young people and share ideas. This reflective approach was also evident in the efforts made by the service to learn from young people who had left the service.

The service benefits from strong leadership from the manager but also shared leadership across the team which is further underpinned by the creation of new senior roles within the team. We also found that the manager enjoys close support from external management who have a strong profile within the service - young people and staff know who external managers are and feel that they are approachable and will listen to them.

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 heard that the service had experienced some difficulties over the past year and some outcomes for young people were not good. We suggested that the service should be systematically collating information about all young people moving in and out of the service. We considered that this could inform good decisions about young people using the service.

The regularity and recording of formal supervision with staff could be improved. The service should ensure that they meet the organisations expectations in this area and that this important support system is fully implemented.

### **(Recommendation 1)**

The new 'phased approach' was currently being developed and implemented within the service. The pace of this activity was considered slow by some of those we spoke with and we found that there was some frustration about the pace of other decision making (e.g. implementing the new rota) within the organisation. We would ask the provider to consider this finding and ensure that there are no unnecessary delays to service developments.

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. We also recognise the efforts made by the service to consult with service users. 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 'SMART' (specific, measurable, attainable, realistic and time-limited). We will look at this at the next inspection.

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 2)**

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 2

1. By improving the regularity and recording of formal supervision the service will ensure that staff are best supported to meet the needs of young people.

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

2. 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
2 Dec 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good

Date	Type	Gradings	
6 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
23 Jun 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
24 Jul 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
20 Sep 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good
31 May 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 4 - Good
14 Feb 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed 4 - Good
1 Jul 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good
24 Sep 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed

Date	Type	Gradings	
21 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
3 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 5 - Very good
5 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed 4 - Good 4 - Good 4 - Good
30 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good

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