

Green Pastures Care Home Service

Green Pastures
Sandilands
Lanark
ML11 9TY

Telephone: 01555 661662

Type of inspection: Unannounced
Inspection completed on: 19 April 2018

Service provided by:
Inspire Scotland Limited

Service provider number:
SP2012011803

Care service number:
CS2012307320

About the service

Green Pastures is a care home for children and young people. It is owned by Inspire Scotland. The house is detached and located in a rural area away from other properties. It is a large house with sufficient space for different activities, meetings and gatherings as well as providing quiet space for individual and confidential conversations. The house has garden grounds all round which can be used for a variety of hobbies and leisure activities.

The service's conditions of registration include:

1. To provide a care service to a maximum of 8 young people aged between 10 and 19 years (and up to age 20 years in the satellite flats at (satellite flat) and the cottage).

Within these numbers, one placement can be offered on a respite/short break basis.

A maximum of five young people may be accommodated at Green Pastures, Sandilands, Lanark.

A maximum of one young person may be accommodated at Green Pastures Cottage, Sandilands, Lanark.

A maximum of one young person may be accommodated at (satellite flat), Lanark.

A maximum of one young person may be accommodated at (satellite flat), Lanark.

2. To comply with the current staffing schedule dated 15 September 2016, which must be displayed together with the certificate.

3. The premises in Lanark, can only be used for the purpose of supporting young people moving on to independent living in the community, as detailed in the aims and objectives of the service.

What people told us

Some of the young people we spoke with were very new to the service and were still getting used to routines and starting to develop relationships with members of the staff team. Others had been at green pastures for some time.

All the young people described feeling helped and made welcome by the staff. They told us about positive relationships with staff and we saw that they were generally relaxed in the company of adults in the service. We heard that young people felt safe at Green Pastures and regarded the house as a comfortable place to live. For some, recent inclement weather had been inconvenient as it had restricted their opportunities for activities and denied access for visitors.

Generally, young people were happy in the house at the time of our inspection and told us they felt able to discuss issues with trusted staff.

Self assessment

The Care Inspectorate is not requesting submission of self assessments in this inspection year.

From this inspection we graded this service as:

Quality of care and support

5 - Very Good

Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

We looked at the Quality Themes of "Care and Support" and "Management and Leadership" at this inspection.

We saw that the young people who lived at the service and members of the staff team enjoyed positive relationships. This meant that young people felt safe and comfortable at Green Pastures and in the satellite flats. They were generally relaxed in their interaction with staff that they knew. We also saw that staff were aware of and understood the needs of individual young people. They were able to provide support and help which not only met these needs but which also matched the young person's personal preferences.

There was very good evidence that young people were being helped to have high standards of physical and mental health. For example, records and discussion confirmed that individual young people had suitable and easy access to general healthcare such as GP, Dentist and Optician services when needed. We saw examples of links with medical professionals who provided care and treatment linked to mental health issues as this was identified as a source of concern for some of the young people. There were also links to a range of health agencies and professionals who could advise on lifestyle choices and their consequences.

All of the young people who used the service had clear and current personal care plans. The plans identified individual needs and concerns as well as areas of care and support which were shared with other agencies. The views of young people were included in care planning documents and their comments were noted and taken into account when developing plans and evaluating progress. We saw that plans noted developments, achievements and changes to strategy as required to evidence a range of outcomes, some of which were very positive. We saw that complex issues were comprehensively documented and there was good, clear and up to date guidance for staff to support their care of each individual young person.

Risk assessments were in place for young people and described the actions staff should take to keep young people as safe as they could be. There was also individualised guidance to deal with challenging behaviour using a range of strategies and interventions.

A wide range of activities were provided for young people. These took into account personal preferences of individuals as well as ambitions, interests and opportunities to try new experiences and develop new skills. We saw examples of individual staff working with young people to help them with projects such as the creation of a sensory garden at the house. Another member of staff was helping a young person to improve his snooker skills and had introduced him to a local snooker club. These were valued experiences for the young people involved.

Management and staff presented as skilled, knowledgeable and committed to their work with young people and where needed, their families. Staff demonstrated a very good understanding of the needs of individuals and how they could best be met.

We found that the provider had a comprehensive range of policies and procedures in place to guide and inform staff in their practice. This meant that all staff understood their role and responsibilities in keeping young people safe. A member of staff who was quite new described their induction process as being particularly productive and effective.

There had been a change of manager at the service since the last inspection. We found that the manager, who had worked in the service previously, was clear about her role and all aspects of the management of the service. Staff we spoke with were consistent in their positive comments about the manager's input to the day to day running of the service and the care of the young people. They told us that they felt fully supported in their roles.

Staff told us that they were able to access guidance and advice at any time and that arrangements for formal supervision worked effectively for them. The management structure across the organisation was fully understood by all staff which enabled them to seek appropriate support and guidance if this was needed. We heard that the external manager was a regular visitor and staff were comfortable seeking his assistance or advice when this was needed. We were told that the management process was transparent and open to change and improvement when this was needed.

Quality assurance audits were carried out through a system which involved senior staff and the manager. This assessed all aspects of the operation of the service and was used to identify areas for improvement and development.

What the service could do better

While there was a wide range of activities available for young people it should continue to be monitored to ensure that all the interests of all the young people are taken into account when planning is carried out.

Staff should take care to note the ideas and suggestions of young people when planning day to day routines so that the views of new residents are incorporated into programs.

As experienced recently, the provider should continue to ensure that plans are put in place to maintain a safe environment for young people and staff at times of inclement weather.

We discussed the development of the Quality Assurance system and suggested that it should become an electronic process. The use of an electronic tablet instead of a 'comms book' would allow information to be searched if needed and more easily stored.

The provider should keep staffing levels under review to ensure that all needs of all young people receive attention as they develop and change.

The provider should continue to routinely take the dynamics of the resident group and the range of needs of individuals into account when assessing referrals of potential residents.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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
5 May 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
16 May 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
4 Feb 2016	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
15 Sep 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
6 Jun 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
6 Sep 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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