

Maben House Care Home Service

Gilmourbanks
Parkfoot
Lochmaben
Lockerbie
DG11 1RW

Telephone: 01387 811 995

Type of inspection:
Unannounced

Completed on:
16 January 2023

Service provided by:
Gilmourbanks Ltd

Service provider number:
SP2003002532

Service no:
CS2003010819

About the service

Maben House is provided by Gilmourbanks Ltd and is registered as a care home service for a maximum of ten children and young people. Within the grounds of Maben House the providers also operate a small school which offers primary education for day pupils. At the time of the inspection one child was attending the primary school. Another two young people were attending the school based at Closeburn which is also operated by the provider.

The service is provided within a large detached house set in its own extensive grounds near the village of Loch Maben in Dumfries and Galloway.

The house consists of a large sitting room and two smaller sitting rooms. There is also a kitchen, toilet and two offices on the ground floor. The upstairs provides single rooms for each of the children; some rooms have en-suite facilities and there are a further two large bathrooms.

There is a very large area of outdoor space for young people to use. The service grounds also contain the service provider's primary school which is detached from the service and set in it's own building.

About the inspection

This was an unannounced inspection which took place on twelve January 2023 from 11am until 8 pm. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with two people using the service and had contact with one of their representatives
- spoke with five staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Staff had succeeded in establishing positive relationships with the young people.
- Young people were fully supported in successfully engaging in activities of interest to them.
- Young people were succeeding in the education arrangements for them.
- The staff team had a very good understanding of the young people's needs.
- Young people's views were sought and respected in planning their support.
- Young people were fully supported to maintain relationships with people important to them where appropriate.
- Staff were alert to and responded effectively, to any safeguarding concerns that arose.
- The service was led well by the manager with the staff team feeling very well supported.
- The service records and plans contained very good concise and accurate information of the young person's needs.
- The service had maintained a core of skilled staff amidst several managers changes and high staff turnover.

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?	5 - Very Good
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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?

5 - Very Good

We found that the service demonstrated major strengths in supporting positive outcomes for children and young people. There were very few areas for improvement and those that did exist had been identified by the service providers own audit systems and were having minimal adverse impact on young people's experiences and outcomes.

Throughout the inspection, we observed nurturing compassionate care being provided to young people by the staff team. The young people stated they felt safe within the service with no issues or concerns and no bullying. Where there were minor challenges in behaviour the reasons for these were recognised. Staff were alert to these and were supporting and assisting all the young people during transition periods.

Staff we spoke with were confident in their knowledge of the service's child protection policy - including child sexual exploitation - and we were reassured that any such issue would be dealt with effectively and appropriately.

The service was working well to reduce the incidence of restrictive practice. Staff spoke of a trauma informed approach in responding to young people's needs and using their training to de-escalate situations. This assured young people that the staff were skilled and capable of keeping them safe through times of challenging emotions.

Young people told us of their care plans and aspirations and goals and we saw evidence of how the staff engaged young people in their care planning. Engaging young people in this way ensured young people's voices were heard and views recorded.

Young people confirmed that they had access to an independent advocate should they wish this support, however they currently hadn't requested this. Whilst recognising that some young people are very capable of expressing their views we advised the service manager to aim to ensure the advocate's visit regularly to give young people the opportunity to decline this in person thus making the process simpler and accessible.

Staff worked closely with young people in promoting their sense of identity and of worth. Young people's cultural identity was promoted, for example, through engaging them in cooking dishes associated with their family background and heritage. Young people were also receiving recognition from the community for their talents and expression in performing arts. Staff further promoted young people's well being in supporting them to visit local sites of interest to enhance their spirituality as well as to theme parks for a sense of fun and excitement.

The service has aspirations to further the work on young people's emotional well being through the introduction of a specialist to the team. This programme is in the early stages and we look forward to seeing the outcomes at the next inspection.

The service places a high priority on education and young people were attending the service education provision. This formal education was further enhanced through activities with young people in promoting independent living skills, such as budgeting and food preparation, for example. The young people's individual skills were therefore nurtured appropriate to their age and stage of development.

The service manager employed several methods to evaluate the service and had processes in place to facilitate effective quality assurance. Regular monthly reviews of the service maintained an oversight of progress or any emerging issues. Staff were very appreciative of the support from the manager and external manager. Through positive leadership, the staff group were developing in their roles and beginning to form a consistent core group following a period of staff turnover.

Evaluative practices were also evident in the service records. Incident reports, for example, were analysed in detail to look for any areas to improve. Through this analysis and subsequent discussions with young people, staff, the manager and external manager the service were able to evidence the reduction in frequency of restraints mentioned above. From reviewing these documents and talking with young people it was clear that their views were central drivers to this evaluation processes. Young people's outcomes with respect to their goals were being analysed and evaluated against the well being indicators of SHANARRI (safe, healthy, active, achieving, respected, responsible and included).

The service's external manager was reported to be an effective positive support to both the manager, staff group and to the young people. Young people told us that the external manager was a frequent visitor to the service and someone they knew could approach with any questions or suggestions they had about the service.

Young people's care plans were clear, concise and written to SMART principles. Young people's views were central to the planning process and reflected their needs, goals and ambitions. Risk assessments provided clear indicators of support for young people with detailed strategies to assist reducing or managing any risk.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To protect and promote the rights of children and young people and enable them to have their views and concerns expressed the service provider should ensure that arrangements for independent advocacy are assured for all young people experiencing care in the service.

This area for improvement was made on 26 August 2019.

Action taken since then

Independent advocacy is accessible to all young people. We advised that the manager should aim to have the advocates visit the service regularly to familiarise themselves to the young people.

Previous area for improvement 2

Changes to medication administration should be reviewed and include the views of young people and guidance from appropriate health professionals.

This area for improvement was made on 26 August 2019.

Action taken since then

This related to a specific circumstance. The manager evidenced that young people's views are taken into consideration with regard to medication administration.

Previous area for improvement 3

The service provider should prioritise the review of its quality assurance processes to provide accurate and effective self evaluation to ensure continuous improvement.

This area for improvement was made on 26 August 2019.

Action taken since then

The service provider has regular evaluation visits scheduled to quality assure the service progress and procedures. These visits by an external evaluator were occurring regularly.

Previous area for improvement 4

The service provider should review the use of locks in the kitchen to allow young people resident in the house to access the facilities independently and contribute to maximising the homely feeling of the house.

This area for improvement was made on 26 August 2019.

Action taken since then

The kitchen locks had been removed and alternative safeguards put in place to ensure the safety of the young people. The service kitchen was no longer accessible to the young people attending the school with alternative arrangements made for them.

Previous area for improvement 5

The service provider must ensure that care plans are available to young people and any appropriate representative of the young person.

This area for improvement was made on 26 August 2019.

Action taken since then

This related to a specific incident. All care plans or all young people were readily accessible to the inspectors during the inspection and to any appropriate professional or representative on request.

Complaints

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

Detailed evaluations

How well do we support children and young people's rights and wellbeing?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	5 - Very Good

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