

# Arran Villa Care Home Service

6 Mackerston Place  
Largs  
KA30 8BY

Telephone: 0141 889 0044

**Type of inspection:**

Unannounced

**Completed on:**

31 October 2019

**Service provided by:**

Kibble Education and Care Centre

**Service provider number:**

SP2004007042

**Service no:**

CS2012314383

## About the service

Arran Villa care home is provided by Kibble Education and Care Centre. Based in the coastal town of Largs, this large house provides individual bedrooms, two shared living rooms, a shared dining area, and a large garden.

The house is close to parks, the beach, and community facilities. It is also close to public transport links. Kibble Education and Care Centre states that Arran Villa care home provides an early intervention residential service for up to five at risk children, aged between five and 12 years. It is a pre-fostering service that aims to ease transition to foster care and support children in their foster placement. This is achieved through approved foster carers from Kibble's Intensive Fostering Service working closely with staff to provide progressive community-based care, from overnight respite up to and including six overnights shared care prior to moving to an appropriately 'matched' foster placement.

This service has been registered since 17 July 2015.

## What people told us

Regrettably we were unable to interview all the young people due to them all having numerous activities after school. We had interviews with four out of five young people. We also attended a variety of activities with young people outwith the house. We observed exceptional relationships between staff and young people.

All young people were extremely happy with the care that they received. All young people had planned activities nearly every day and all had recently been on holiday during the October break and summer period. They all indicated that the holidays were a great success and that they had a fantastic time.

The following are some of the comments that the young people made during the inspection:

- "I went to the love rally. It was great!"
- "It's really good here, we're in care and we are loved. Youse [staff] all love us."
- "They're [staff] really good."
- "I get on well with staff."
- "Yes, they [staff] really care."
- "Birthday and special events are really special."

We also used Care Standards Questionnaires (CSQs) with the young people. All young people participated and again all indicated high levels of satisfaction.

## 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 wellbeing?	6 - Excellent
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How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	4 - Good

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 wellbeing?**

**6 - Excellent**

We found that staff had exceptional relationships with young people and had an insight into their needs and support that was underpinned through excellent assessment, cutting edge research, and training. The service had recently developed an outstanding assessment tool called Understanding Me which gives a complete overview of the young person's journey and a clear plan on how to best care and nurture the young person. This, coupled with their additional specialist intervention staff support and guidance led by their clinical psychologist, gave a focused plan which ensured that young people achieved outstanding outcomes and positive impact on their self worth.

We saw staff being remarkably respectful and compassionate towards the young people in their care, allowing them to feel listened to and respected. The service had some innovative unique approaches to getting young people's opinions regarding the service. They were using technology and had recently adapted an app called MOMO. This would allow young people to express their feelings and emotions onto a tablet. This was used to determine their feelings on certain issues. The service used a number of mechanisms which ensured that young people were listened to. This included access to remarkable independent advocacy services. Young people were involved in national consultations and rallies, both internally and externally from the service.

Young people were actively involved in all aspects of their everyday care with a strong emphasis on structure and routine. We saw that all young people had a brilliant range of activities and attended a broad range of clubs. These interests were determined by themselves and staff supported them to undertake creative experiences which enhanced their life. The home gave young people the opportunity to have exceptional experiences. This included access to animals, horse riding, opportunities to learn new sports, and access to take part in drama, music, and arts. Many of the young people attended drama and dance clubs and others took part in community sporting activities. All of these contributed to young people developing their confidence and wellbeing and changing their social skills.

Young people were supported to maintain and sustain family relationships and we observed staff's extraordinary commitment to ensuring the young people had access to visit parents and family members. The service also facilitated inventive strategies to ensure that young people were kept up to date with their siblings.

The service had a fantastic and remarkably well resourced outside space which ensured that young people got access to exploratory play, growing vegetables, and a pet area. There were also functional aspects of the environment which supported creative play. Throughout the service there was a calming ethos and a 'chill room'

which supported young people to take time out and relax. The atmosphere and the culture in the service was therapeutic, warm, welcoming, and promoted nature.

Education was supported, both within the community at mainstream school and others attending a specialist provision. This facility allowed young people to have access to a forest-based school. We found that young people were supported to achieve and explore, both at home and school. Learning was inventive and young people were achieving in all aspects of their life. We were particularly impressed with staff knowledge and their ability to use research to inform their practice.

We found staff had been well trained and had gained specialist additional skills in child development, play therapy, sleep therapy, attachment, and trauma-informed care. This helped staff have fuller understanding of the gaps in young people's development. They were also given specialist therapeutic support and expert advice in how to best nurture and care for individual young people. We found that staff were exceptional at ensuring that these gaps were filled with trust and love.

All staff had regular access and support to ensure that they were fully aware of the best possible strategies to ensure that young people were safe and protected. Young people had access to the internet. It was regulated through a secure server and additional inputs on how to stay safe. This coupled with high levels of supervision resulted on young people being safe online.

Young people told us that they were supported to reflect on all aspects of their behaviours and encouraged to share and talk about any worries or concerns with regards to their safety. These measures assisted young people to feel protected.

Staff had a clear understanding of trauma and the effects of trauma. They were also supported to reflect on aspects of trauma on a regular basis at both staff meetings and on an individual basis with the councillor. This was a unique opportunity for staff to have additional support to deal with various trauma.

Staff were exceptional at being able to respond to young people's behaviour with innovative and nurturing strategies which ensured that young people were continually learning to regulate their behaviours in positive ways. Staff used innovative and appropriate use of a range of strategies to ensure that situations did not escalate and supported young people to self regulate and change their behaviour.

Medication was well managed and supported by staff with very few people on any prescribed medication. Any medication which young people had used was appropriately stored and administered. Due to the age and stage of young people this was not at a stage where they could manage their own medication.

Children had regular opportunities to be involved in the care of animals. One young person went for weekly horse riding lessons and was involved in the care of horses. Other young people had access to other animals, such as dogs and reptiles. Young people were encouraged to take part in caring for animals and pets.

The food was well received by young people and all young people indicated that the food was nutritious and that the menu reflected their preferences. We had several main meals with the young people and found that it was of a very high standard. Young people were supported and encouraged to have social interaction around their table.

## How good is our leadership?

This key question was not assessed.

**How good is our staff team?**

This key question was not assessed.

**How good is our setting?**

This key question was not assessed.

**How well is our care and support planned?**

**4 - Good**

The service was in the process of further developing their personal plans to ensure that they reflected the age and stage of the young people that they cared for. It was evident that this was at an early stage and that there were some aspects of these care plans which needed to be developed further. We gave advice and signposted the service to other providers which had developed these types of plans. We encouraged the service to develop all aspects of their records to enhance young people’s current engagement to be more age-appropriate for the group of young people they currently look after.

We were impressed that the new therapeutic meetings would hopefully be beneficial for the service to link their care planning in with their therapeutic assessments to ensure that the goals that are reflected in the therapeutic assessments are regularly reported on and monitored. These should be aspects of the service’s forecast.

**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).

**Detailed evaluations**

How well do we support children and young people's wellbeing?	6 - Excellent
1.1 Children and young people experience compassion, dignity and respect	6 - Excellent
1.2 Children and young people get the most out of life	6 - Excellent
1.3 Children and young people's health benefits from their care and support they experience	6 - Excellent

How well is our care and support planned?	4 - Good
5.1 Assessment and care planning reflects children and young people's needs and wishes	4 - Good

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