

# Miss Elizabeth Kibble House Care Home Service

32 Love Street  
Paisley  
PA3 2DY

Telephone: 0141 889 0044

**Type of inspection:**  
Unannounced

**Completed on:**  
25 January 2021

**Service provided by:**  
Kibble Education and Care Centre

**Service provider number:**  
SP2004007042

**Service no:**  
CS2018370578

## About the service

Miss Elizabeth Kibble House is a care home service for up to a maximum of 11 children or young people. It provides care from three terraced sandstone houses attached to each other, near the town centre in Paisley, close to transport, education, and medical practices. This allows young people to integrate into the community and available resources. There is five-bedroom house which is mainly for 12-16 year olds attending school or alternative educational programmes. The other two smaller houses have an element of semi-independent living, allowing young people 15/16+ years to develop independent care skills, while maintaining a high level of support, preparing them for their journey through care and beyond.

The services works in partnership with Kibble Housing Support Services who provide individual packages of care to young people in flats. This can be in the young person's own tenancy or in a rented flat. The packages are tailored to the individual needs of the young person.

The aims of the service are:

- focus on the individual young person, their needs, and ambitions
- keep young people safe and protected
- provide stability within the young person's placement
- empower young people to affect change in their lives
- deliver and evidence measurable outcomes through our Kibble Journey and outcomes tool
- provide individual value-based care for local authorities.

There were 10 young people using the service during the 10 days that we undertook the virtual inspection.

This service has been registered since 1 April 2019.

## What people told us

We received feedback from a wide range of stakeholders, this group included young people, social workers, family, and Who Cares? Scotland. All gave positive feedback about the service.

We spoke to six young people and met eight. Three young people indicated that they did not wish to be interviewed during the inspection. All the young people spoken to, stated that they felt safe and that they had very good relationships with staff. They all knew how to complain and had adults that they could talk to. All indicated that they had made really good progress since moving into the service. The following comments were made by young people

- "I like it here because they have the internet and there are no little kids."
- "School is good."
- "Yes, staff look after me and look after my health. I've no issues."
- "I get on good with my key worker."
- "I have achieved since I have come here. I am much more mature."

- "I also get to meet up with my specialist intervention service worker on a regular basis and we work through things."
- "Yes, I can raise a concern."
- "I attend the children's meetings; I have a voice and I can tell an adult if I've any difficulties."
- "Yes, I feel safe."
- "I feel loved."
- "Staff have tried hard during COVID-19. They take us out, play games with us, watch movies, and do colouring in. Generally, they do fun things."
- "I have only been restrained once here, it was done safely and was over and done with quickly."
- "Yes, we get pocket money and we can save some of that, it is well organised."
- "Yes, I really like being here. Yes, I know who is in charge, we can talk to them but if I want someone to talk to, I go and speak my key worker."
- "It is nice here, you get a choice at dinner and food is good, you get to choose what you want."
- "Yes, I get to keep up with my family. I talk to them regularly."
- "I know how to make a complaint, but I have nothing to complain about."

We had feedback from six social workers. The comments from social workers all indicated that young people's needs were well met, that communication with staff was of a very high standard, and that young people had exceptional relationships with staff. The following are some direct comments:

- "My young person has been on a transformational journey."
- "They have looked after his health and care needs to a high standard."
- "They claim young people."
- "They [young people] feel belonged and that comes down to staff."
- "The staff do not give up, they are committed to the young people."
- "The staff have great relationships with the young person and a belief in him."
- "The staff have worked hard at developing his skills and look outwards at promoting them to a higher standard."
- "Communication is of a high standard."
- "I have no issues whatsoever of the service."

We were able to interview five young people's family members. Again, the feedback from this group was incredibly positive about the service. They were extremely affirmative about individual key workers and that communication was of a very high standard. They also indicated that young people had all progressed since they had been placed in the service. Their comments included:

- "The service involves me, they are good at giving me regular updates and informing me of meetings."
- "Staff have a good rapport and a good influence on young people."
- "My young person is safe."
- "There always appears to be enough staff around and they seem suitably trained to manage the young people."
- "Staff seem to manage situations well, communication is fantastic."
- "The young person is supported, he gets access to counselling and they tailor care to meet his needs."
- "The staff are good and I am impressed by what my young relative gets up to."
- "I regularly speak to his key worker and we are informed of any transition work."
- "Their health is well looked after and, yes, he is safe. They keep up with me usually on the phone."
- "I feel that if I have any concerns I can go speak to his key worker."
- "They respect the young person's diversity and support them with this."
- "We have regular video calls and we have had the opportunity to take part in meetings."
- "I think the care and support that my children receive is excellent."
- "I think staff are excellent and I feel that the place is well managed."
- "My child is safer than he was with me, he is well supervised."
- "My child is building up his independence skills."
- "The service has been very good at keeping in contact with my child's external family. They update them with his progress and this has been appreciated by our full family."
- "Staff are attentive to my child's needs."

We had feedback from external agencies that support young people with advocacy. All young people have access to a range of opportunities where they can be listened to, both formally in the service and have access to an outside agency. A core element is that young people are being brought together through the internet which allows them opportunity to have their voice listened to on a regular basis. Young people have also been able to be supported on a one-to-one basis for general catch ups or preparation for direct support at children's hearing.

**How well do we support children and young people's wellbeing?****5 - Very Good**

We found that most young people had very good relationships with staff. Staff were found to be caring, committed, and motivated to ensure that young people had positive outcomes. Some of the young people expressed that they "felt loved by staff". One young person said that "it was clear that staff were not just doing the job for the money".

Although young people were impacted by the pandemic, staff were able to show affection in many ways to ensure that young people felt cared for and safe. Simple measures, such as good routine and kindness, were evident but also staff being innovative and injecting fun into the daily routines has helped young people through this difficult time.

We found that there was a clear culture and ethos of active participation within the service but also within wider organisation. Young people had a voice within the service, with numerous mechanisms, such as regular young people's meetings. The service has also developed a new online app called Mind of My Own which promotes young people sharing their opinions and their feelings with the organisation, as well as social workers and external advocacy. Who Cares? Scotland had supported direct one-to-one contact but also used virtual means to ensure that young people had their voices aired. We saw many examples of the service implementing changes which came directly from young people. For example, environmental changes but also the future developments of the service. The service was initiating an ambassadors program to help support staff having the skills to be strong advocates at promoting participation and involvement of young people with all aspects of the organisation. We look forward to examining this at future.

Although the pandemic has placed restrictions on young people due to the national tier system, the service worked hard at helping young people understand the need for their safety and staff had been involved in promoting a positive awareness of how to be safe by sharing information with them, with tailored individual key times. This kept young people fully informed.

Young people were involved in deciding all aspects of their daily life. The support was found to be child-centred and individually-focused, ensuring that young people's needs were met. We noted that all young people have made progress and some significant progress. We saw examples of young people gaining and sustaining full-time college placements, with younger people enjoying education. The service was totally committed to ensuring young people had a maximised school day. They had been proactive in their approach to COVID-19 restrictions and had developed a blended approach which involved teachers being part of their bubble and giving support within the house to young people. It was evident that young people's education was essential and staff were committed to ensuring that young people had a full timetable. We found that young people were so engrossed in this that they did not want to be interviewed.

The service was committed to ensuring that there was regular contact with friends and family. We found that families were welcomed and supported to have positive contact. We found that the service had expanded their use of technology to ensure that young people had video access to family contact. The service had worked hard at maintaining and sustaining contact through the pandemic.

We noted that young people had opportunities to be involved in numerous new experiences and interests, whether this was holidays or exploring new hobbies. We found the staff team were committed to giving young people as much variety in their life, whether this was art, crafts, or drama, as well a whole range physical hobbies and exercise. All young people were supported and exposed to substantial positive experiences.

We found that many young people in this service had been involved in several transitions, whether this was placement transitions or educational transitions. These transitions were well planned and positive. Again, young people were fully involved in planning these transitions and we found that these transitions were to a high standard.

Young people were encouraged to develop life skills, for example maintaining their own self care skills or developing moving on skills. We found that young people built this confidence over time and that young people were given lots of opportunities to develop these skills. The service was looking at further development of a toolkit and more sophisticated benchmark tool that would assist young people to chart their progress at gaining the skills to help them move on. We noted that citizenship and tenancy awards were being relaunched and look forward to seeing the impact.

The service put appropriate safeguards in place to ensure young people were safe. Young people had inputs regarding safe use of the internet and social networks. Staff worked hard at helping young people to develop skills and knowledge to help them understand risk. The service had a well developed approach to safeguarding. They were following the best practice in regard to child protection and had recently updated their policy and guidance.

All young people had access to therapeutic interventions which supported them and their current needs but also helped them look at the aspects of their life which they needed support to understand. We saw family work that had helped repair and sustain family contact, bereavement work which helped young people and coping with loss, and we saw emotional support where young people had the opportunity to explore feelings. External professionals spoke very highly of this therapeutic input and the positive impact it had on young people.

We found that staff were dedicated to ensuring that young people were kept safe. Staff had to use a range of strategies and skills to ensure that they could manage difficult behaviour. They were well trained in de-escalation techniques. However, at times, young people had to be held safely. Young people's experiences of this was that they felt safe and that staff were appropriately trained to carry this out. We had a discussion with external managers about the merits of further analysis of these incidents at a service level.

The service was training the whole staff group on being trauma aware and how to use this information to inform their practice.

Young people's health needs were well maintained through the pandemic. It had some impact on access to looked after and accommodated children (LAAC) annual medicals, however young people had regular contact with community health services. We were not able to physically audit the medication system. However, we found that there was a safe and robust system in place to ensure medication was administered, recorded, and stored which followed best practice.

Young people indicated that they were in good health and had a very good diet. They all indicated that they enjoyed the food that was provided within the service. All are involved in a food shop, menu planning, and cooking meals.

## How good is our leadership?

**5 - Very Good**

We found a clear organisational commitment to having a high standard of self evaluation and improvement planning. The service had a raft of mechanisms which ensured regular auditing and monitoring of the

service. These included a process of regular visits from the external quality assurance manager, as well as monitoring from the management team. All had a complete overview of the development needs of service and had a clear vision of who was to take these forward.

There was a commitment to ensuring that young people's opinions to improving the service were central to the process of evaluation and quality assurance. We heard how this will be strengthened in the next service development plan, as there was a coordinated approach to expanding all stakeholders to have meaningful input into the development of the service.

We found that the service was well managed, with benchmarking using nationally recognised benchmarking quality indicators. This was well planned, well resourced, and researched and it ensured that this was a dynamic process which moved the service forward.

External managers had a clear vision and commitment to ensuring that the service met the needs of all young people. Young people were given a whole raft of opportunities to reflect on their quality of experience. They were actively encouraged to make complaints. These complaints were appropriately investigated by the organisation, with a clear focus on resolving these issues and listening to young people.

### How good is our staff team?

**5 - Very Good**

We found that the service manager within the service was exceptional at communicating and supporting his staff group. Staff and young people all indicated that the service was a good place to work and live. There was high motivation and morale within the staff group. Communication was good between management and staff but also between teams. Staff indicated that they had lots of opportunities to talk about improvements and reflect on how best to support young people. The staff team was incredibly enthusiastic and committed to this group of young people, who indicated that they felt valued, respected, and listened to.

We found that the service had a number of processes it used to evaluate its numbers and experience of staff that was required to care for the young people. There was appropriate numbers of staff to ensure young people were well supported throughout the day and night. We found that there was a consistent team around the young people and that if there were any needs or requirements for additional staffing, this was well planned into future rotas. The service was in the process of developing a template to assess the staff and hours needed for a four-weekly period.

Individual houses had the opportunity to meet and reflect on young people's needs. These team meetings were more regular in one house than in the others. It was planned to have these increased in all houses. The manager was implementing this immediately.

Although there had been some staff turnover within this service, this was due to enabling the service to bring in staff with appropriate skills to meet the needs of young people. This was a positive place to work and had allowed further strengthening of the team through responsive recruitment. Although we did not grade recruitment and selection, we found that this was informed by national guidance and best practice. There was a high standard of recruitment information contained within the staff files and staff were only appointed and started work after all pre-employment checks had been concluded. We found that young people were fully involved in recruitment process.

### How good is our setting?

**4 - Good**

We were unable to visit the service due to restrictions of the pandemic. However, we were shown the three units through virtual means.

Two of the units were of a very a high standard, both comfortable, attractive, and warm. However, one of the units was in need of some repairs due to damage. There were plans for this to be repaired but the service was unable to repair these issues due to lockdown restrictions. The service had also been hampered in improving an upgrading of a garden area and work had started on creating a large garden room. This had been stopped due to the government restrictions. Both areas will be enhanced when restrictions are lifted.

All young people were able and supported to personalise their own bedroom and we found these to be of a really high standard. Young people enjoyed their personal space. The public spaces were also imprinted with personal touches and had young people's photographs throughout.

Robust infection control procedures and recognition of the use of strategies and guidance were utilised within the service to manage COVID-19. Staff were found to be trained and safe, and young people said that they felt safe regarding the pandemic.

## How well is our care and support planned?

**5 - Very Good**

Care plans were based on high quality assessments which were reviewed on a regular basis by the staff group. These plans were clearly multi-agency and had inputs from education, therapeutic workers, family, social workers, and young people. They were focused on young people having the opportunity to achieve high quality outcome.

These outcomes were well planned and underpinned with clear risk and behaviour management systems. Young people were at the centre of these plans and their opinions were taken into consideration when drawing up their targets and goals. Comments from social workers indicated that the service was extremely solution-focused and that they work together with young people, families, and their placing authority. The development of the achievement journal gave a clear overview of all the achievements the young person had made during their placement. All young people had small and large achievements recorded.

The quality of the evaluation and recording was of a high standard and quite clearly focused on young people having SMART (specific, measurable, achievable, relevant, and time-bound) plans. It was clear that young people were supported to achieve these targets with regular focused work with key workers and education and therapeutic workers. All staff were found to be committed to ensuring young people had ownership of their plans.

## 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?                               | 5 - Very Good |
| 1.1 Children and young people experience compassion, dignity and respect                    | 5 - Very Good |
| 1.2 Children and young people get the most out of life                                      | 5 - Very Good |
| 1.3 Children and young people's health benefits from their care and support they experience | 5 - Very Good |

|  |               |
|--|---------------|
| How good is our leadership?                        | 5 - Very Good |
| 2.2 Quality assurance and improvement are led well | 5 - Very Good |

|  |               |
|--|---------------|
| How good is our staff team?  | 5 - Very Good |
| 3.3 Staffing levels are right and meet children and young people's needs, with staff working well together | 5 - Very Good |

|  |          |
|--|----------|
| How good is our setting?   | 4 - Good |
| 4.1 Children and young people experience high quality facilities | 4 - Good |

|  |               |
|--|---------------|
| How well is our care planned?  | 5 - Very Good |
| 5.1 Assessment and care planning reflects children and young people's needs and wishes | 5 - Very Good |

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.