

# Garnock Lodge Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
29 June 2022

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

**Service provider number:**  
SP2004007042

**Service no:**  
CS2020379601

## About the service

Garnock lodge is set in the countryside near a small town. The house provides care for up to four young people aged between 5 and 20 years of age. The house was decorated to a high standard and had a large garden space with a hot tub and trampoline.

## About the inspection

This was a first inspection which took place on 22 and 23 July 2022. The inspection was carried out by an 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 three people using the service and two of their family/friends/representatives
- spoke with five staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- The staff were committed and dedicated to ensuring the young people were achieving.
- There was a nurturing culture and the staff had an excellent understanding of the young people.
- The service had good access to mental health supports.
- Care plans were excellent, they evidenced positive outcomes and related this to

## 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 significant strengths in aspects of the care provided and how these supported positive outcomes for young people, therefore we evaluated this key question as very good.

The staff at Garnock Lodge had positive relationships with the young people. We observed elements of excellent practice where staff supported young people during times of joy and frustration. It was clear staff understood the needs of the young people and were able to identify how best to support their emotions. One young person told us "the staff here are the best." We recognised how this prevented situations from escalating and helped young people to feel safe. There had also been reflection within the team how this had led to a decrease in restrictive practice.

There was a commitment to supporting the young people to achieve. We observed the team provide a high level of support to help young people in education, and ensure this best met their individual needs. There was a focus on ensuring transitions in education were well thought out and were at a pace that was comfortable for the young people. This led to young people gaining a sense of achievement and confidence.

Young people had good opportunities and attended a wide range of activities. We heard how one young person had been on a boating experience for a number of days at sea supported by staff. Other young people also had the opportunity to attend local concerts, go on holidays with the house and attend local clubs. One young person told us "I'm so excited to go on holiday." The staff also spent a lot of time playing games, on the trampoline and in the hot tub with the young people. This provided young people lifelong memories and led to a growth in their confidence.

The care plans were very informative, showing the achievements and journey the young people had been on. We were pleased to see how staff had worked hard to progress aspects of their care and relate this to "The Promise." Staff had good relationships with the young people's families and previous carers, supporting them to meet regularly. The young people were included in the plan, and we heard how staff had advocated on their behalf to adapt some changes. We were able to see clearly that outcomes were reviewed regularly and young people were included in the process. This led to consistency within the team and clear plans which young people could understand.

We heard from staff how they felt empowered by the management. We found management were supportive in upskilling staff, including opportunities to access further education. We observed staff being able to take the lead in times of crisis and show good communication skills whilst remaining calm. This led to a consistent team, who were skilled, knowledgeable and able to support new members of the team. There was a shared vision for the service in line with "The Promise" and everyone appeared to be working together to achieve this.

Management had a good oversight of the needs of the young people in the house. There had been careful consideration to the number of staff needed to best support the young people's needs. Alongside this we found there to be an understanding to ensure the risks in the service were taken into account when any referrals were received. We observed how this led to young people's individual needs being met and work alongside other agencies to ensure the young people were best supported. This led to better participation in education, with mental health support and activities.

## Complaints

There have been no complaints upheld since the service registered.

## 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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