

# Kibble Intensive Services School Care Accommodation Service

Kibble Education & Care Centre  
Goudie Street  
PAISLEY  
PA3 2LG

Telephone: 0141 889 0044

**Type of inspection:**  
Unannounced

**Completed on:**  
29 March 2023

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

**Service provider number:**  
SP2004007042

**Service no:**  
CS2022000010

## About the service

Kibble Intensive Services is a school care accommodation services for children and young people between the ages of 11 years, and over who are attending, or transitioning to secondary education.

The service is registered to care for up to eight young people in the two houses within the service, four living within Buchanan house, and four within Bute house, The services are situated with Kibble's main campus in Paisley. It has close access to supporting services and local amenities. Both houses were nicely decorated.

## About the inspection

This was an unannounced inspection which took place on the 21st - 24th March 2023. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered since the service was registered. In making our evaluations of the service we:

- spoke with seven young people using the service and four of their family members
- spoke with twenty staff and management
- observed practice and daily life
- reviewed documents
- spoke with professionals within, and linked to the service.

**Key messages**

- Young people told us that they feel safe, both physically and emotionally.
- Staff had a good understanding of young people's needs, and knew what was needed to keep them safe.
- Advocacy and consultation was used well to gain the views of young people.
- A relational approach to care was prioritised, underpinned by a staff team with very good knowledge of trauma.
- Young people were supported very well to attend, and achieve in education.
- There was a strong sense of leadership within the service, all staff felt well supported by managers.
- The service carefully considered its ability to meet the needs of young people coming to the service.
- Quality assurance measures were robust, and drove improvement.

**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
--	---------------

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 made an evaluation of very good for this key question. The service demonstrated major strengths in supporting outcomes for young people. There are very few areas for improvement.

Young people told us that they feel safe, both physically and emotionally. There was acknowledgement that young people's needs were complex. We found that the service carefully considered the need to promote safety, whilst promoting young people's independence, and freedom as much as possible. This was managed gracefully across the service.

Where young people's needs did require more restrictive, and responsive support, this was provided by a staff team who assessed risk effectively, and by support plans which were clear in the roles that staff needed to take. The service had its own mental health team who worked closely with the service to ensure that the staff team were knowledgeable of the psychological and physical needs of young people. The services worked collaboratively to develop plans when needed, and this offered a degree of professional challenge, which helped ensure plans were robust.

Young people told us that staff helped them to understand their own needs, this helped increase their feelings of safety. Advocacy was sought and provided routinely within the service. Young people told us that they felt confident that managers, and the staff team advocated effectively on their behalf too. This meant that the views of young people were known by staff and the wider service through effective consultation, and visibility of external managers.

Staff were trained effectively in child protection procedures. Staff and leaders knew their roles clearly. This was supported by clear organisational policy and procedures. When young people raised concerns, we saw evidence of robust procedures and investigation as required. Young people told us they felt supported through the process. Staff were emotionally contained despite high levels of risk, which was indicated strongly in those we spoke with. We suggested the service could further develop the way it recorded the outcomes of young people's complaints, ensuring that learning for all staff was fully visible.

We heard from staff that relationships were the foundation to young people's progress within the service. Young people received 1:1 support throughout the day. This meant that crucially there was time and resource for young people and staff to take part in shared activities together. Young people told us that this was something that they were incredibly happy about as they knew there was always someone there for them whenever they needed.

We were pleased to hear that the provider had awareness of the need to review the provision of food to the service. Young people told us that they valued mealtimes but would prefer that meals were made and provided within the individual houses, as oppose to the provision from a large supply kitchen which they felt didn't feel like home. This showed a progressive view to care, and this was something that we had confidence the service would consult on and take forward.

The service ensured that young people were supported to stay connected with those close to them, in line with their wishes. Family members told us that they were always informed of any difficulties, but were also consulted in plans for young people, or informed of positive outcomes. When meetings took place to develop shared understanding of young people's needs family members were involved.

We found evidence of particularly good educational outcomes for young people. These were created by notable examples of collaborative working with education, but also in team who were prepared to go the extra mile to help young people achieve through individual, and tailored supports. For some young people they were routinely attending education, which was something they had struggled with previously.

We found the services to be led by skilled and empowered managers. There was clear visibility of external managers and organisational leadership with a shared ethos of care. Young people and staff told us they felt well supported by managers within the service. It was clear that there was an ethos of leading by example. Despite all staff feeling supported there was awareness that for one house formal staff supervision levels had been lower than organisational expectations. This was something the provider had awareness of, and we were pleased to see had taken steps to resolve.

It was clear through discussion that a great deal of importance was placed on considering the ability of the service to meet the needs of young people. This included young people newly referred to the service, but also young people within the service's wider provision. We suggested the service further develop its means of recording the many adaptations they made to ensure that young people experienced the best outcomes possible.

The provider acknowledged that one house's layout made it more difficult to create the homely environment they would like to achieve. We found that the staff team had ensured they made this as homely as they could. The provider was further considering how this could be improved through its wider strategic plan.

Staff were well trained. Training was provided through the service's internal supports such as psychological services or health, but also through access to specialist training. We heard examples of staff travelling as far away as London to ensure they had the specific training to best understand and support individual young people. This led to a deep understanding of trauma informed practice.

The service had clear quality assurance measures in place, these helped ensure that both internal and external managers had a good awareness of any issues that arose. We found the service took quick and clear steps to address any issues identified. We suggested that providers improvement plan could be further developed by being more specific to the service, and individual houses, as well as the existing focus areas identified by the provider.

## 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 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

## 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 iarrrtas.

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.