

Miss Elizabeth Kibble House Care Home Service

32 Love Street
Paisley
PA3 2DY

Telephone: 01418 890 044

Type of inspection:
Unannounced

Completed on:
30 August 2023

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. All three houses were decorated to a high standard.

About the inspection

This was an unannounced inspection which took place on 22, 23, 24 August 2023. 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 six people using the service and five of their family/friends/representatives
- spoke with 10 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Young people had excellent support from staff who had a very good understanding of their needs.
- The houses had a culture of learning, which led to many young people making amazing achievements.
- There was a complex understanding and commitment to ensuring young people stayed connected to families.
- There was a high level of mental health support available to staff and young people, which was impactful in helping the development of young people.

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?	6 - Excellent
--------------------------------------------------------------------------	---------------

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?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for children/people.

There had been an outstanding commitment to ensure that young people were kept safe. Within the house, staff had a very clear understanding of risk for the young people and how to support young people. There were excellent levels of support available to staff and young people from Kibble's Specialist Intervention Team. One young person told us "It's great here, they have helped me so much." This ensured that risk was managed with a trauma skilled response and young people were kept safe and could develop emotionally.

The house had access to their own safeguarding lead. Any concerns were reported to the lead and acted upon promptly and appropriately. All staff had a good understanding of how to raise or report concerns and had undertaken training to enhance their knowledge.

Within the house there was an excellent knowledge of trauma informed practice. Staff reflected on the benefits of using this approach and told us "It's amazing how far the young people have come, they have made amazing achievements." We saw how this was used not only in practice, but also in the language when recording any records. This also ensured the house felt homely and nurturing. This had led to young people developing trusting, open relationships where they were able to share their concerns or worries and accept support from staff. This helped young people develop socially and emotionally, helping them feel confident in day-to-day life.

Young people were fully engaged in the care and support they received. One young person told us "They listen to you and help you get where you want to be." We could see how this had been implemented when looking at risk and involving the young person to be involved at looking for solutions. There was an enabling approach to this so that young people learned new skills and could reflect on how they may do things differently in the future. This helped young people be prepared for the future and build life skills.

The service was passionate about ensuring young people received the support they needed. Within this the manager was also reflective at looking at what development was needed within the team. We seen that not only had the house utilised the support of their Specialist Intervention Team, they had also looked at creating shared understanding meetings. This offered a safe space for staff to reflect on their practice and look for solutions when supporting young people. This ensured young people's physical and emotional health was a key priority.

There was a strong commitment to support family relationships. Staff had developed good relationships with family and were able to offer support when young people spent time at home. Young people had also been able to rebuild family relationships with the support of staff and help develop new strategies to ensure lifelong relationships were maintained.

There was great enthusiasm to ensure there was a culture of learning within the house. Young people told us "It's great the opportunities we get." We saw how the house was committed to the young people funding courses alongside college courses to ensure young people had a wide variety of opportunities for the future. There was also recognition of the steps young people had taken to get there and noting them as achievements also. This gave young people confidence, and the prospect of amazing opportunities in the future.

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?	6 - Excellent
7.1 Children and young people are safe, feel loved and get the most out of life	6 - Excellent

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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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.