

Kibble Safe Centre Secure Accommodation Service

Goudie Street
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Type of inspection:
Unannounced

Completed on:
18 January 2024

Service provided by:
Kibble Education and Care Centre

Service provider number:
SP2004007042

Service no:
CS2007144296

About the service

Kibble Safe Centre is a secure accommodation service in Paisley which provides care and support to a maximum of 18 young people aged from 11 to 18 years.

Young people live in one of three houses, each caring for a maximum of six young people. Each house has single en suite bedrooms, has well-furnished and decorated communal areas and a secure garden.

Young people have access to a swimming pool, outdoor recreational area and gym. Onsite services include Mirin Academy (a school accessed by all young people living in the safe centre, a wide range of specialist intervention services, a campus cop (Police Scotland) and independent advocacy from 'Who Cares'. Young people have access to visiting animals and some are able to attend 'Skills Academy' (a resource providing training for future employment).

The Care Inspectorate is a member of <https://www.nationalpreventivemechanism.org.uk> - a group of organisations designated to monitor the treatment and conditions of those people who have been deprived of their liberty. This includes children and young people in secure care.

About the inspection

This was an unannounced inspection which took place on 9, 10, 11, 16 and 17 January 2024. The inspection was carried out by four inspectors 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 young people living at the service, and parents,
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with relevant professionals.

We also received MS questionnaire from 15 young people living at the service, 26 staff and six external professionals who were part of the young people's team of support.

Key messages

- Young people consistently described highly positive relationships that were warm, respectful and fun.
- There was an embedded culture of relational care which was the foundation of the stability and predictability that allowed young people to thrive.
- The service listened and responded to young people's views and wishes. Young people were made aware of their rights.
- There was a highly integrated, sector leading and innovative approach to meeting the physical and mental health needs of young people.
- Senior managers had aspirational and forward thinking views and worked collaboratively with a range of external organisations to champion the needs and rights of young people.
- A continuous, robust evaluation of children and young people outcomes, experiences and their setting ensured they received the best possible care and support in high quality surroundings.

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

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| How well do we support children and young people's rights and wellbeing? | 6 - Excellent |
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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?

6 - Excellent

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

Young people were safe and protected from harm. Where they didn't feel safe, staff recognised this and responded with knowledge and understanding developed from a whole team approach which held the young person at the centre. Practice had developed to meaningfully reflect on the preventative practices which had led to very positive outcomes for most young people. This demonstrated a culture and ethos which upheld the values of 'The Promise' and respectful relationships which keep young people safe.

When managing actual risk, the team took a psychologically, trauma informed approach that balanced the need to keep young people safe and support growth and recovery. Strength of relationships allowed young people to openly discuss and understand their risk taking with people who cared for them. All of the young people we spoke with identified key staff who were important to them and who they felt had contributed to their progress. A young person articulated feeling 'cared for and loved' at Kibble safe centre.

Staff were alert to the potential of bullying. Knowledge and understanding of individual young people allowed them to support and challenge this effectively. The strength of relationships, and culture within the houses focused on understanding and protecting young people's vulnerabilities, with the support of staff they trusted. This led to young people experiencing a safe and generally settled living environment.

There were many very good examples of how the 'Our voice' meetings had listened and responded to young people's views and allowed them to directly challenge strategic decision makers and take an active role in changes they felt were important. There were excellent examples of young people accessing advocacy (Who Cares) and also staff advocating strongly and passionately on young people's behalf. Young people were made aware of their rights in both the care and education setting and were therefore knowledgeable about the weight given to their wishes and views.

Staff understood their responsibilities in relation to safeguarding. Relevant agencies were involved and informed, with an emphasis on the right support for young people. We found the culture was driven by a high standard of care and expectation which resulted in young people getting the best possible support.

Despite staffing changes, there was an embedded culture of relational care that was authentic, and which was the foundation of the stability and predictability that young people experienced. The ethos of shared understanding meaningfully informed the approach to care, influencing future planning and offering external professionals a unique insight into young people's needs. This had resulted in a more therapeutic response to crisis and continued reduction in restrictive practices. Seclusion was never used and where restraint was necessary this was used for very short periods of time. This reflected the relational care which young people described. Where searches were needed to ensure safety, these were carried out with scanning devices and therefore respected the dignity of young people.

Young people consistently described highly positive relationships that were warm, respectful and fun. We saw people being pleased to see each other, caring about each other and offering and accepting hugs and physical comfort. There was a positive culture of telling the young people how much they were cared for and loved with fun and playfulness evident. Young people enjoyed the visits from animals. One said, 'I have had time with the animal farm and got to clap animals which was fun, I also get to cooking and baking

nights'.

A high level of importance was given to the environment and making the houses as homely and nurturing as they could be whilst ensuring safety needs were met. Significant improvements to the acoustics of living spaces reflected an understanding of young people's sensory needs, though areas of the houses could still be noisy at times. Bedrooms which young people showed inspectors were highly personalised, reflected their interests and personalities.

From the point of admission young people were fully engaged in their own care and support. We saw excellent examples of young people contributing to what would work for them, and what they needed from the people around them. Their views (gathered in a range of ways) were central to planning. A young person said (of their support plan), 'I like that it has pictures and it helps me to understand and I like speaking this over with my key worker'.

Photos and memory books were used really effectively to capture experiences and shared joyful experiences that young people could fondly remember.

There continued to be a highly integrated, sector leading and innovative approach to meeting the physical and mental health needs of young people. The service had a high level of multi-disciplinary, wellbeing and intervention services, equipped to meet a wide range of complex needs. Where young people had experienced health inequality and unmet need, the service had been proactive and innovative in addressing this. The introduction of creative therapies offered young people a different, experience of expressing and making sense of their experiences. As a result of this we met some young people who had made exceptional progress.

Connections between young people and their families were nurtured. We heard that families were welcomed, with a highly individualised approach to visits and family time. Families were included as partners in planning, risk assessment and decision making, promoting safe and meaningful experiences in the community. Parents we spoke with were highly complementary. One said, 'Staff are amazing, they really understand my child's needs. He is really safe here and he goes to school. The staff are very kind'. We heard from social workers that access to family therapy had been instrumental in repairing relationships, leading to vastly improved outcomes for young people and their families.

Opportunities for young people to engage and succeed in education were significant. Relationships between young people and education staff contributed to their engagement, achievement and increased confidence and self-esteem. Skills academy was extremely well resourced to provide young people employability skills in a range of professions. Young people had been involved in the further development of the Academy by indicating their future career choices so training opportunities could be developed to meet their needs. Re-engagement in education and training equipped young people to develop the skills and confidence they needed for positive outcomes in their future lives.

The culture of eating together was embedded across all three houses. We could see that young people were provided with a varied, healthy food that took account of their individual preferences. Young people could influence shopping lists and food that might be viewed as less healthy was not off limits, but moderation was encouraged. Out with mealtimes there were many examples of how food was used to celebrate, have fun, build relationships and develop new skills.

There was a strong and inspiring culture of leadership, which influenced staff at all levels. Senior staff role modelled the values of the organisation and inspired staff to do so. The ethos of care very firmly had young people at the forefront of all discussion and decisions. Staff new to the organisation said that they found

the culture inspiring, and that standards were pushing them to be better. Some said they felt reinvigorated with a restored sense of purpose.

Senior managers had aspirational and forward-thinking views and worked collaboratively with a range of external organisations to champion the needs and rights of young people. A constantly evolving learning culture ensured staff could meet the changing needs of young people. There were impressive learning and development opportunities for staff at various levels, and posts, within the organisation. This encouraged professional development and staff retention leading to young people being cared for by highly knowledgeable and committed staff.

Despite the sector challenges the service was doing well to maintain high levels of staff who were well recruited and arriving with relevant experience. Staff recruitment was in line with safer recruitment guidance, with young people encouraged to take part in the process of interviewing candidates in ways which were meaningful to them and demonstrated how important their participation was. A comprehensive induction ensured staff understood the values of the organisation and the expectation of a high standard of care for young people.

Trauma informed practice was evident within all the houses and staff could confidently describe the overarching principles to this. A regularly evaluated evolving programme of training ensured a solid foundation of knowledge that was well embedded across the safe centre, and which supported high quality care.

There were clear mechanisms of support for staff at different stages of learning. We were confident that all staff had access to regular supervision. Every house had an identified specialist intervention worker who supported the team to reflect on their own practice and understand the needs of the young people. Embedding reflective practice groups will further strengthen the quality of learning and the quality of care and support.

A continuous, robust evaluation of children and young people's outcomes, experiences and their setting ensured they received the best possible care and support in high quality surroundings. All of this was underpinned through the implementation of high quality, SMART, care planning and risk assessment strategies. The approach to quality assurance and service development reflected national drivers such as 'The Promise' and the 'Secure care pathway and standards'. The person-centred model of care was very clear and quality assurance and service development was driven by the expected high standards of care. Genuine aspirations for young people drove the culture, values, and practice in Kibble Safe Centre.

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

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| 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 |
| 7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights | 6 - Excellent |

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