

# The Good Shepherd Close Support School Care Accommodation Service

The Good Shepherd Centre - Close Support  
Greenock Road  
Bishopton  
PA7 5PW

Telephone: 01505 864501

Type of inspection: Unannounced  
Inspection completed on: 20 September 2016

**Service provided by:**  
The Good Shepherd Close Support

**Service provider number:**  
SP2013012182

**Care service number:**  
CS2013321127

## About the service

The Good Shepherd Close Support is a school care accommodation service for up to nine young people between 12 and 18 at one time. The premises consist of a close support unit for up to six young people and a cottage accommodating up to three. All young people move into the service from the secure accommodation service (Good Shepherd Centre Bishopton) which is located in the same grounds and shares management, staffing, the majority of policies and procedures and some facilities with the open unit. All young people in the close support unit have an en-suite bedroom and share a communal lounge, dining room, kitchen and additional sitting rooms. Additional facilities for young people include a gym and fitness suite. The service is situated in a rural setting near Bishopton, Renfrewshire.

The service provider is Good Shepherd Centre Bishopton, a private company limited by guarantee. The company is managed by a board of directors.

The service's overarching purpose is to provide a 'positive, life-changing experience to young people through individual care, education and skills development.'

The service registered with the Care Inspectorate on 1 April 2014.

## What people told us

We obtained the views of six young people in person, some in a group and others individually. We also received 10 completed questionnaires, all of which indicated a very high level of satisfaction with the overall care and support.

One young person told us that the service was 'no bad', that the rules were on the whole fair and there to protect young people. He did not feel anything needed to change significantly. He had enough to do and staff were good. Another said that he was very happy in the service, the place he was in suited him and he would give it four and a half stars out of five. There were lots of opportunities for fresh air and exercise, enough to do and he liked staff. Another group of young people also told us they had enough to do, including regular opportunities for walks. They also had discussions with staff about lots of different topics, and watched the news every morning. They felt safe and liked their rooms and two let us have a look at them.

We also received comments from two social workers:

- '(the service has) shown to be an excellent care service. Their service is very much based upon the needs of the young people and assisting them to transition back into a less structured and community based living environment at a pace which meets their individual need.'
- 'I am very satisfied with the level of support (the young person) has received. Intervention undertaken by the Good Shepherd has had a very positive impact.'

## Self assessment

We received a completed self-assessment document from the service. This identified some of the service's strengths and areas for continuing improvement and development. This document could be improved with further detail about the actual outcomes and experiences for young people. The removal of the chronological entries would also ensure that the assessment is full and up to date at the point of submission.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	6 - Excellent
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	6 - Excellent
<b>Quality of management and leadership</b>	not assessed

## What the service does well

Note: in the 2016/17 inspecting year the Care Inspectorate is scoping child sexual exploitation (CSE) practice in children and young people's services. This is part of our contribution to 'Scotland's National Action Plan to tackle Child Sexual Exploitation' and focusses on frameworks of CSE practice, staff understanding and care planning outcomes. In this service all aspects of CSE practice provided a high level of protection for young people. A robust risk management approach overall ensured young people were safe from harm and abuse. The service's highly effective approach to collation and analysis of data had also allowed them to identify limitations in the current system for physical restraint. As a result they planned to introduce a new approach which they felt would better meet the changing needs of young people.

The breadth and quality of health and wellbeing support for young people continued to impress and demonstrated the service's innovation. Highlights included the new sensory room, which staff were using purposefully and skilfully to aid relaxation and promote development of the senses. Another was the very good use of recent training in 'theraplay' for enhancing attachment. The service was very successful in ensuring young people reached the best possible health outcomes. Provision of a range of holistic therapies complemented the more traditional supports.

Staff made skilful and targeted use of a range of strategies for individualised management of behaviour. They constructively challenged all forms of intolerance and had been successful in helping young people to begin to develop insight into their behaviour and regulate their emotions. They did this partly by working successfully with outside agencies with specialist experience.

The very high quality living environment gave a strong message to young people that they mattered. These were coupled with beneficial routines, support to maintain important relationships and engaging young people in communication, planning and review, including those who were 'harder to reach'. Young people's achievements were many and were rightly celebrated, often with national certification. The service's literacy and numeracy and horticulture initiatives had also paid dividends and should be congratulated. In the close support unit, young people were taking more responsibility for planning their week and making their own health appointments for example.

There was a high priority on developing positive and stable relationships with young people. This provide the foundation for much of the work undertaken and contributed to significant achievements, and positive outcomes and experiences. Staff knew young people very well and used this knowledge to provide the right support. Overall, staff impressed with their high levels of motivation, confidence and skills. They were excellent role models.

The staff group played a key role in self-evaluation, quality assurance and improvement. They had access to wide-ranging, relevant training and reported receiving suitable support from managers. Many had taken advantage of opportunities to develop leadership capacity. There was a continuing strong focus on staff welfare in recognition of the very challenging environment in which they worked. For example, they had access to holistic therapies, health checks and advice and could use the gym. Investors in People recognition reflected this outstanding provision.

## What the service could do better

The areas for improvement we identified did not detract from the service's excellent performance.

We discussed with managers the need for a more effective system for recording incidents to ensure a similar approach to the one used for records of restraint. They had developed this before the inspection was completed, ready for implementation in the near future.

Managers agreed to consider carpeting the dining room in the close support unit to cut down on noise level, which had the potential for being an issue for young people with sensory sensitivity.

We also made a suggestion about simplifying the complaints system.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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).

## Inspection and grading history

Date	Type	Gradings	
9 Jul 2015	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
15 Sep 2014	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent

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