

Good Shepherd Centre Bishopton Secure Accommodation Service

Good Shepherd Centre Secure Unit
Greenock Road
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Type of inspection: Unannounced
Inspection completed on: 20 September 2016

Service provided by:
The Good Shepherd Centre Bishopton

Service provider number:
SP2012011829

Care service number:
CS2012308171

About the service

Good Shepherd Centre Bishopton is a secure accommodation service for up to 19 young people aged between 12 and 18 (including one emergency place for a period of up to 72 hours). Young people are admitted to the service through the Children's Hearing system, or are remanded or sentenced by the courts.

The premises consist of three residential house 'units', each accommodating up to six young people. They are situated in the same grounds as The Good Shepherd Close Support, a school care accommodation service, with which the shares management, staffing, the majority of policies and procedures and most facilities. All young people have an en suite bedroom and make use of a communal lounge, dining room and smaller sitting rooms. Additional facilities include a gym and fitness suite. The service is in a rural setting near Bishopton, Renfrewshire.

The service provider is the 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 30 August 2013.

What people told us

We obtained the views of nine young people in person, some in a group and others individually, and spoke to others briefly in passing. We also received 16 completed questionnaires.

Most young people thought the service was mainly good and some said that school was excellent. They valued opportunities to develop skills in subjects such as photography, musical instruments and make things in the technical class. All felt safe and had someone they could discuss concerns with. They thought activities were mostly good, with G in the Park (an annual open event with music) being a highlight. Young people considered staff made efforts to help them stay in touch with family. Some told us that school holiday time was difficult as it could be boring. They thought the range of food choices was good but would like to see food prepared with 'less grease' and more vegetarian options. One was unhappy with how long he was expected to stay there and two felt they had to spend too long in their rooms. Most young people felt they had made progress since arriving at Good Shepherd.

The questionnaires indicated that all but three were happy or very happy with the quality of the care and support overall. A small minority was less happy with a few aspects of the service. One young person said she felt that staff concentrated more on young people who misbehaved.

We also obtained the views of three social workers. Two were impressed by the professionalism of staff, communication and the commitment shown to young people. The other said that the service had 'provided a high level of care to my young person'. We have taken into account the other comments made in evaluating the service's performance.

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:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	6 - Excellent
Quality of management and leadership	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. These must be seen in the context of a reported increase in young people's mental health needs, with resulting challenges for secure services.

Nevertheless, they were very successful in ensuring young people reached the best possible health outcomes. Provision of a range of holistic therapies complemented the more traditional supports. There were also plans for an all-weather pitch to ensure even better access to exercise and fresh air.

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.

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 rooms to cut down on noise level, which was an issue for some young people with sensory sensitivity.

We also made a suggestion about simplifying the complaints system.

Staffing shortages had had an impact on staff, some of whom reported the difficulties of having to cover for other teams and change their shift patterns. This was acknowledged by senior managers.

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.

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
27 Mar 2014	Announced (short notice)	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent

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