

Kingsfield Children's Home Care Home Service

532 King Street
Aberdeen
AB24 5SS

Telephone: 01224 872743

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Unannounced

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Aberdeen City Council

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About the service

Kingsfield Children's Home is operated by Aberdeen City Council as part of their social work services for children and young people. At the time of the inspection the staff and young people had temporarily moved out of their usual home while extensive refurbishment was taking place. Kingsfield had moved to a property in Kincorth previously used as a children's home. It had also had some refurbishment prior to the young people moving in.

Within the statement of functions and objectives the service described their aim to "provide a safe, structured and nurturing environment - creating an atmosphere and culture of respect and compassion, where each young person is treated as an individual and receives responsive care and support".

What people told us

The three young people living at the service spoke to the inspector individually, and also casually during the inspection visits. They also returned questionnaires to the Care Inspectorate prior to the inspection.

Feedback from young people was very positive. They spoke highly of all staff and of described memorable trips and events they had done together, as well as support with some day-to-day activities. Comments about the move to the current house were very positive, though some young people also looked forward to the move back to their previous house once it was refurbished. Overall they were a very happy group who felt well supported and involved in planning and decision-making.

How well do we support children and young people's wellbeing?

5 - Very Good

Staff had positive relationships with young people and understood the importance of these relationships as key to young people's success. They were observed to be kind and respectful in their interaction with young people, and to use appropriate language and touch to demonstrate warmth and compassion. Throughout the days of the inspection there were numerous examples of young people and staff enjoying each others company, in a pleasantly relaxed environment.

A consistent, experienced and well trained staff team were able to respond sensitively to young people and understand what they were communicating through their behaviour. The DDP / PACE (Dyadic Developmental Psychotherapy / playful, accepting, curiosity and empathy) model adopted by the service provided a consistent approach to working with young people who had experienced trauma. Discussion with young people, and observation throughout the inspection, supported the success of this approach, both for young people and for staff. At a recent training event staff had reflected on the success of the approach, which many felt had transformed their relationships with young people and helped to motivate the team.

Young people's wellbeing and sense of worth was strongly enhanced by a staff team who understood and valued diversity. Staff had a genuine interest in young people's interests and talents and supported friendships and meaningful family contact. Young people who had moved on from the service continued to value the support offered by staff who they continued to see and contact regularly. All staff described a continued commitment to enduring relationships, with young people actively seeing the continued support given to young people who had moved to their own properties.

Young people's views were continually sought, and acted upon. There were a wide range of formal and informal systems in place to ensure they could share their opinions and be fully engaged in their own care and support. These included formal time with key staff, contribution to reports and meetings about their future, and ongoing discussion and decisions about daily activities and tasks. Children's Rights Officers and Who Cares workers visited and offered independent advocacy and the chance for young people to be involved in shaping future services and support for young people. All young people could also share their views using the 'Mind of My Own' app (designed to give children and young people the opportunity to share their views in an accessible way). Young people had been directly involved in the redesign and refurbishment of the home they had moved out of, and were able to discuss their input into the house they would move back to once the work was complete.

There was a real culture of ambition, optimism and celebration. Some of the young people had done exceptionally well in employment, while others were developing skills at a pace which had best chance of success for the future. A further review of educational provision for some young people would be of benefit, however, staff were actively pursuing this and understood its importance. Where young people were over school age they were supported to access further education, employment and careers and benefits agencies. All young people had an individual plan for their week to ensure they had structured, purposeful activity to keep them motivated and develop skills and confidence.

Young people were supported to maintain good physical and mental health. All young people attended routine appointments with healthcare providers such as doctors, dentists and opticians, and where beneficial, had support from more specialist services.

Specific healthcare needs had been actively supported with decisions about food and healthy eating taken to support and promote positive health. Exercise was also promoted and supported by staff who had encouraged young people to become involved in more physical activities. Unfortunately efforts to reduce the impact of smoking had not been successful. Holidays and activities provided great opportunities to develop relationships and create lasting memories.

Overall, Kingsfield was very good at promoting young people's wellbeing. This had resulted in all of the young people currently living there in being safer, healthier, and achieving more as a result of the care and support they received.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

5 - Very Good

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A resilience matrix provided very good identification of young people's strengths. Support plans used the SHANARRI wellbeing indicators (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, Included) to identify individual needs and strategies of support. Information was comprehensive and generally SMART (specific, measurable, achievable, reasonable, time-specific), though less use of the term 'ongoing' would be beneficial. Monthly reviews of support plans ensured that they were accurate and dynamic, though attention should be given to removing information that is dated and no longer relevant to current care and support (rather than just adding and updating). This did not detract from the quality information. however. would add greater clarity.

Evaluation was much more than the documentation, with young people involved in ongoing discussion about their progress and support needs, and ongoing discussion and review in a variety of forums including other professionals, members of the team and family members (where relevant). While evaluative and supportive some documents would benefit from more 'young person friendly' language, or in a format which is more accessible to them.

Overall, the quality of support plans, the planning process, and the way which young people were at the heart of this process was of a very high standard. On that basis, we have graded it as very good.

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 wellbeing?	5 - Very Good
1.1 Children and young people experience compassion, dignity and respect	5 - Very Good
1.2 Children and young people get the most out of life	5 - Very Good
1.3 Children and young people's health benefits from their care and support they experience	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects children and young people's needs and wishes	5 - Very Good

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