

DUNDEE CITY COUNCIL

REPORT TO: SCRUTINY COMMITTEE 27th APRIL 2022
REPORT ON: EXTERNAL INSPECTION REPORT FOR THE JUNCTION
REPORT BY: EXECUTIVE DIRECTOR OF CHILDREN AND FAMILIES
REPORT NO: 110-2022

1.0 PURPOSE OF REPORT

To provide a summary of a recent external inspection carried out by the Care Inspectorate on the young people's home at The Junction. The inspection focused on supporting children and young people's wellbeing and how well the care and support of young people is planned. The Junction is currently classified by the Care Inspectorate as a 'high performing service' and as it received grades of Good and Very Good, this does not require in-depth scrutiny.

2.0 RECOMMENDATIONS

It is recommended that members:

- 2.1 Note the attached summary of the inspection report on The Junction young people's house, which received grades of Very Good and Good.
- 2.2 Remit the Executive Director of the Children and Families Service to ensure that the areas for improvement are acted upon.

3.0 FINANCIAL IMPLICATIONS

None.

4.0 MAIN TEXT

- 4.1 The remit of the Scrutiny Committee states that, where the grades awarded in external inspection reports are all Good or better and the reports would not benefit from in-depth scrutiny, summary scores from the inspections will be reported, together with examples of best practice and areas for improvement. The summary of the recent inspection report which falls into this category is attached.
- 4.2 The Junction is a Young People's Home for five young people aged 11 to 21 years. As the inspection took place during the Covid-19 pandemic, it followed revised methodology to conform with public health restrictions. It was the earliest opportunity for the house to be inspected since the last one in November 2019, when the house also received grades of Good and Very Good.

During the inspection the Care Inspectorate focused on 2 Quality Indicators, 'How well we support Children and Young People's Wellbeing' and 'How well is our care and support planned'. Although no formal 'Requirements' were made the inspection did identify an area for improvement. The area for improvement listed below will be actioned by the regulated residential service in the Children and Families Service.

In the context of the many challenges presented by the pandemic, the Inspector notes that care and support was Very Good. The report notes that most young people, including those who had recently moved on, had meaningful and very positive relationships with staff and that staff were 'attuned' to a young person. It was also notes that staff were very sensitive to young people's needs and had regard for their dignity.

During the pandemic the team has been required to apply a range of public health measures to minimise risk of infection whilst maintaining a homely environment and providing good care. This includes during periods of lockdown and when staff have been absent from work due to self-isolation. The impact of the pandemic on staffing was noted but seen not to have had an adverse effect due to contingency measures.

4.3 Copies of the inspection report have been passed to the Lord Provost, Group Leaders, Councillor Murray and Councillor Ross.

5.0 POLICY IMPLICATIONS

5.1 This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

6.0 CONSULTATIONS

6.1 The Council Management Team were consulted in the preparation of this report.

7.0 BACKGROUND PAPERS

The Junction Inspection Report February 2022

Audrey May
Executive Director
Children and Families Service

Mark MacAulay
Service Manager
Children and Families Service

DATE: March 2022

Previous Grades Awarded from Inspections

Quality Theme:	Grading History				
	Sept 2019	Sept 2018	Sept 2017	Aug 2016	Jan 2016
Quality of care and support	5 Good	5 Very Good	4 Good	5 Very Good	5 Very Good
Quality of environment	Not assessed	Not Assessed	Not Assessed	Not Assessed	5 Very Good
Quality of staffing	Not assessed	5 Very Good	Not Assessed	5 Very Good	5 Very Good
Quality of management and leadership	Not assessed	Not Assessed	4 Good	Not Assessed	5 Very Good
Quality of support for C&YPs wellbeing?	5 Very Good				

Latest Grades Awarded from this Inspection based on new Revised Inspection Framework

Quality Theme	Grades:
How well do we support children and young people's wellbeing?	5 – Very Good
How good is our leadership?	Not assessed
How good is our staffing?	Not assessed
How good is our setting?	Not assessed
How well is our care and support planned?	4 - Good

Summary

The inspection for The Junction was completed on 10 February 2022. During the inspection the Inspector obtained feedback via responses to a survey sent to all the young people and they spoke with two in person during their visit. They also had very positive feedback from a carer.

Relationships were clearly a cornerstone in the Junction and were a high priority for staff, with most telling us they had time to spend with young people and one young person described having 'good laughs' with residential staff.

What the Service Does Well

The report highlights that young people in the Junction, had meaningful and very positive relationships with staff. It was noted that staff were very sensitive and respectful towards the young people yet established boundaries for behaviour, using proportionate responses to encourage them to develop empathy and self-regulation.

The Inspector also found that young people exercised a high degree of choice in their lives and although attending school continued to be a real challenge for some, staff recognised how important this was in achieving their potential and as such they encouraged attendance, liaised with education providers, provided support with homework and made active efforts to

identify arrangements that young people felt comfortable with. It was noted that staff encouraged young people to join all social aspects of the group towards promoting their personal development.

The Inspector found that staff were aware of their responsibilities in relation to keeping young people safe from harm ensuring robust measures were in place for those who were particularly vulnerable. Some young people benefited from monitoring of their physical and mental health and receiving the treatment they needed. Health promotion initiatives included the provision of a sensory room to help young people relax and reduce stress.

Plans for the young people were reviewed regularly and staff encouraged young people to take part in meetings or reflected their views if they chose not to attend but it was evident that staff make efforts to take a lead from young people and make their voice much clearer in plans.

Staff had not used physical restraint or other restrictive practices in some time. Incident records demonstrated that staff provided reassurance for young people, explored coping strategies and used a measured approach aimed at keeping them safe and restoring calm.

What the Service could do better

Within the quality theme 'How well do we support children and young people's wellbeing?' although it was recognised that there were major strengths in this area, seeing positive outcomes for young people with regards to their wellbeing, the Inspector also felt that arrangements for promoting relationships with brothers and sisters needed to be more explicitly considered and detailed in planning documents. We will now ensure this happens where appropriate.

Records for the young people who had arrived more recently did not clearly evidence how managers had assessed the suitability of the service, including staffing arrangements and the impact on other young people upon arrival. This is aimed at reducing the likelihood of disruption and ensuring that the needs of all young people can be met. In response, the Senior Management Team are now ensuring there are steps built into the electronic recording system MOSAIC to allow decision-making to be reflected in a detailed 'record of accommodation' for both the planned and unexpected arrival of young people at all houses.

Regarding how well our care and support is planned, the inspector noted that there were a number of important strengths which clearly outweighed any areas for improvement. It was also noted however that young people's plans should also set out specific, measurable outcomes across a comprehensive range of needs and wellbeing areas to support young people to move forward. In this respect, three out of the five of the plans were less effective. As a consequence, the quality of evaluation of progress, except in relation to achieving shorter-term tasks and actions, needed further development. This is consistent with the recent inspection finding of another house and we have already taken steps to address this, as outlined below.

Within this Inspection Report there was one 'Area For Improvement'.

1. In order that young people have the best possible outcomes and experiences, the provider should ensure that the service develops high-quality, effective plans.

Action – building on developments across the wider service in relation to assessments, plans and chronologies, which have been commended in the Inspection for Children and Young People at Risk of Harm, a Practice Manager has been working closely with the houses and the Care Inspectorate to develop a Residential Plan template called 'My House Plan'. The team have now been trained in the use of this and it went live on 1st March 2022.

This aligns with locality team plans, permanence plans and review processes. A new quality assurance audit tool is also being developed to promote quarterly oversight of the plans and identify any areas for improvement.

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