

**DUNDEE CITY COUNCIL**

**REPORT TO: SCRUTINY COMMITTEE - 26 APRIL 2023**  
**REPORT ON: EXTERNAL INSPECTION REPORT FOR THE JUNCTION**  
**REPORT BY: EXECUTIVE DIRECTOR OF CHILDREN AND FAMILIES SERVICE**  
**REPORT NO: 128-2023**

**1.0 PURPOSE OF REPORT**

To provide a summary of recent external inspection carried out by the Care Inspectorate on The Junction young people's home. Based on previous positive inspection grades of Good and Very Good, the inspection covered just one area of children and young people being safe, feeling loved and getting the most out of life, for which the house received a grade of Very Good. A copy of the inspection report is attached as Appendix 1.

**2.0 RECOMMENDATIONS**

It is recommended that members:

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

**3.0 FINANCIAL IMPLICATIONS**

None.

**4.0 MAIN TEXT**

- 4.1 The inspection took in January 2023 and the Care inspectorate found significant strengths in the care being provided. It found a team which clearly believed that trusting, nurturing relationships were centre to positive outcomes; where young people's rights were central to practice; and where they were given every opportunity to be involved in decisions that affected their lives.

There was a strong multi agency approach, including consultation with Educational Psychologists to ensure the specific needs of the young people were understood; all young people having access to education, training or employment; and liaison with a range of providers to ensure a wide range of opportunities were offered and any barriers to formal learning were continually explored.

- 4.2 The inspection recognised that the area of improvement from last years inspection in relation to ensuring all young people had high quality effective plans had been met. The service had developed a residential template for care planning called "my house plan", accompanied by staff training and an ongoing quality assurance process. Plans sampled in the inspection were viewed as being of a high quality. A new area for improvement is:

**To optimise outcomes for young people and meaningfully engage them in their care and support, the service should ensure practice follows current evidence and best practice guidelines. This should include but is not limited to, integrating the principles of The Promise into the service development plan.**

In response, the team has already started to implement a trauma informed Rupture and Repair approach. They are being trained in Mind of My Own (MOMO) to ensure the voice of the young people is heard routinely. Building on this, informed by the 5 foundations of The Promise of Voice, Family, Care, People and Scaffolding, they will also be carrying out a survey of all young people and partner services on areas for improvement.

To help coordinate these developments both within the house and with partner services, a new multi-agency 'Family Around the House' forum has been established. The group includes representation from the wider Children and Families Service, CAMHS, Police Scotland and the Third Sector. Going forwards, the group will also carry out benchmarking with other areas and organisations to inform further developments.

Copies of the inspection report have been passed to the Lord Provost and Group Leaders

## 5.0 POLICY IMPLICATIONS

5.1 This report has been subject to the Pre-IIA Screening Tool and does not make any recommendations for change to strategy, policy, procedures, services or funding and so has not been subject to an Integrated Impact Assessment. An appropriate senior manager has reviewed and agreed with this assessment.

## 6.0 CONSULTATIONS

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

## 7.0 BACKGROUND PAPERS

The Junction Inspection Report January 2023.

Audrey May  
Executive Director  
Children and Families Service

Lynne McBean  
Service Manager  
Children and Families Service

DATE: April 2023

## Previous Grades Awarded from Inspections

Quality Theme:	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**

<b>Quality Theme</b>	<b>Grades: 2023</b>	<b>Grades: 2022</b>
<b>How well do we support children and young people's rights and wellbeing?</b>	5 Very Good	5 Very Good
<b>How good is our leadership?</b>	Not assessed	Not assessed
<b>How good is our staffing?</b>	Not assessed	Not assessed
<b>How good is our setting?</b>	Not assessed	Not assessed
<b>How well is our care and support planned?</b>	Not assessed	4 Good

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## The Junction Care Home Service

296b Strathmore Avenue  
DUNDEE  
DD3 6SH

Telephone: 01382 432 838

**Type of inspection:**  
Unannounced

**Completed on:**  
19 January 2023

**Service provided by:**  
Dundee City Council

**Service provider number:**  
SP2003004034

**Service no:**  
CS2003000481



## Inspection report

### About the service

The Junction is a care home for up to 6 young people and is provided by Dundee City Council. The house is located in a residential area, close to local shops, transport links and leisure facilities.

The house is on one level and has six en-suite bedrooms, a kitchen diner, large living room, activity room and sensory room. Outside the well-tended gardens surround the house, providing extensive space for activities.

### About the inspection

This was an unannounced inspection which took place on 11 January 2023 between 09:30 and 19:00 and 12 January 2023 between 09:00 and 17:00. The inspection was carried out by one inspector 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 this service we:

Spoke with two of the five young people living in the service and four of their representatives, including family members;

Spoke with six members of staff and management;

Reviewed survey responses from young people, staff and external professionals;

Observed practice and daily life;

Reviewed documents;

Spoke with visiting professionals.

**Key messages**

Young people were supported by a skilled, genuine and committed team.

Young people were listened to, and their rights were central to practice. Staff advocated passionately on their behalf.

Staff worked tirelessly with key professionals to safeguard young people.

Young people's experiences would be enhanced by the service having a better understanding of The Promise.

**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

How well do we support children and young people's rights and wellbeing?	5 - Very Good
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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?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for young people, therefore we evaluated this key question as very good.

Young people living in The Junction were protected through the care and support of a skilled and knowledgeable team who worked intensively to protect them from harm. Effective partnerships with key professionals including police and social work was key to safeguarding young people and the service was highly committed to ensuring any barriers to protecting young people were challenged. Staff knew young people well and this led to a proactive approach in identifying and managing risk which ensured vulnerable young people were supported at the earliest opportunity. One person told us 'Our respectful and honest relationships mean things get dealt with quickly'.

Young people benefited from the support of a team who were clear that trusting, nurturing relationships were central to positive outcomes. Barriers to building relationships were understood from a trauma informed perspective and staff engaged young people in creative ways that were sensitive to their experiences. During inspection we discussed with leaders in the service, the need for practice to continually evolve in line with best practice and the promise. This would ensure the most difficult to reach young people are offered the best possible outcomes. (See area for improvement 1).

Young people's rights were central to practice. The service's strength in building professional relationships with legal and advocacy agencies, ensured young people were not discriminated against. This rights-based approach gave young people and families a sense of being listened to. One person told us 'We were helped through a difficult situation by staff who understood our rights and wishes'.

Young people were given every opportunity to shape their care plan and be involved in decisions that affected their lives. For some young people this resulted in realistic, supportive and achievable plans for their journey home. Where it was difficult to engage young people in planning their support, staff were creative and sensitively persistent in involving them.

All young people were supported to be in good health and strong multi-agency partnerships ensured the physical and mental health needs of young people were effectively addressed. Ongoing consultation with educational psychology ensured the specific needs of young people were explored and understood, leading to an individualised approach to support.

Young people were safely and meaningfully connected to those important to them. The staff ability to sensitively build connections with families ensured young people were spending meaningful time with those who mattered. The service concept of 'the journey home' captured the needs and wishes of the young people to achieve their desired outcomes.

All young people had access to education, training or employment and the service worked with a range of providers to ensure a wide range of opportunities were offered. Barriers to formal learning were continually explored and the manager was aware that the team could offer more informal learning opportunities within the house. Prior to inspection, staff shortages had limited opportunities to engage young people in activities. However, this was beginning to change, and plans were underway to improve this.



**Areas for improvement**

1. To optimise outcomes for young people and meaningfully engage them in their care and support, the service should ensure practice follows current evidence and best practice guidelines. This should include but is not limited to, integrating the principles of The Promise into the service development plan.

**This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which states that:**

**'I experience high quality care and support based on relevant evidence, guidance and best practice.'**  
(HSCS 4.11)

**This is to ensure that practice and service improvement is consistent with and informed by The Promise Scotland.**

## Inspection report

### What the service has done to meet any areas for improvement we made at or since the last inspection

#### Areas for improvement

##### Previous 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.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15)

This area for improvement was made on 10 February 2022.

##### Action taken since then

The service has developed a residential template for care planning called 'My House Plan'. All staff have been trained in this and the template is now implemented with a robust process of quality assurance in place to monitor and assess the quality and effectiveness. This has resulted in high quality plans evident in those case sampled during inspection.

#### 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).

#### Detailed evaluations

How well do we support children and young people's rights and wellbeing?	5 - Very Good
71 Children and young people are safe, feel loved and get the most out of life	5 - Very Good



## Inspection report

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