

# 137 Arkleston Road Care Home Service

137 Arkleston Road  
Paisley  
PA3 4TH

Telephone: 01416 185 090

**Type of inspection:**  
Unannounced

**Completed on:**  
5 August 2022

**Service provided by:**  
Renfrewshire Council

**Service provider number:**  
SP2003003388

**Service no:**  
CS2003001248

## About the service

The service provides care for up to six young people, close to the local town. The house was beautifully decorated, with many living area spaces for young people to relax and their bedrooms had en suite facilities. There is also a lovely garden which was well utilised with sports equipment, and garden furniture. The house was close to local transport routes.

## About the inspection

This was an unannounced which took place on 3 August 2022. The inspection was carried out by inspectors 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 the service we: • spoke with [number] people using the service and [number] of their [family/friends/representatives - delete/insert as appropriate] • spoke with [number] staff and management • observed practice and daily life • reviewed documents • spoke with visiting professionals.

## Key messages

- The team had an excellent understanding of trauma informed practice.
- Young people were supported to be included in their plans and achieve their goals.
- There was good relationships and support given to families.
- The service had maintained good relationships with young people who had moved onto their own tenancy.
- Young people were well supported to help access mental health services and education.
- There was a good understanding of risk and how best to support the young people to be safe.

## 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
--	---------------

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.

We found the service to have an excellent understanding of trauma informed practice. This was implemented within the environment, the approach to the young people, care plans and between staff members. Staff were able to tell us "it is important to help the young people speak about their worries." They were able to confidently tell us how they supported young people when they were upset or distressed. This had led to there being very few incidents, and staff reflected how this had been a positive change in practice. This supported young people to build trusting relationships, and help them to grow and develop.

The team were highly motivated, and recognised the importance of building positive relationships. We observed staff taking young people out fishing, playing basketball and also offering these activities to young people who had moved on from the service to their own tenancy. These opportunities supported young people to grow in confidence and promote a healthy lifestyle. For those who no longer lived in the house, it allowed them to feel included and promote positive lifelong relationships, in line with "The Promise."

The service built good relationships with families. We were able to read about the support they had received and how this had helped to develop their relationship with their child. One family member told us "the team go over and above." The staff recognised the importance of working alongside families, and encouraging them to come to the house for meals or to visit. The service had also been creative in supporting sibling relationships to help support family time together. This allowed the young people to feel their family is included in their care and help build life long relationships.

Young people were at the centre of the care they received, we were able to read how they had been involved in setting goals and working towards gaining new skills to support them in the future. Some young people had pathway plans in place where it was appropriate. These were reflective of their needs and support which the service provided them. The service had a good balance of providing nurture to the young people whilst also helping them develop new skills. This allowed young people to feel included, and reflect on the positive achievements they had made.

## 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
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.