

The City of Edinburgh Council

10am, Thursday, 1 June 2023

Heathervale Children's House

Item number
Executive/routine
Wards
Council Commitments

1. Recommendations

- 1.1 Council are asked to note the work undertaken following the Care Inspectorate Inspection at Heathervale Children's House on the 23 and 24 January 2023, following the approved motion by Councillor Key on Heathervale Care Home Service on 4 May 2023.

Amanda Hatton

Executive Director of Children, Education and Justice
Services

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Heathervale Children's Home

2. Executive Summary

2.1 This report sets out the work undertaken in Heathervale Children's House following the Care Inspectorate inspection which took place on the 23rd and 24th January 2023 which graded the house as Adequate, following the motion approved at full Council on 4 May 2023 by Councillor Key on Heathervale Care Home Service:

"Council:

- 1) Notes the most recent inspection report by the Care Inspectorate of Heathervale Care Home Service.
- 2) Is very concerned with the quality grading of "Adequate"; this equates to an evaluation assessment of 3 on a scale of 1 to 6 and means that "strengths only just outweigh weaknesses".
- 3) Is further concerned that this Service is not showing signs of improvement and is not achieving the high-quality grades that were evident 5 years ago.
- 4) Calls for a report to Council in one cycle that details the improvement plan called for by the Care Inspectorate and that assures council that all actions called for in the report have been completed satisfactorily.
- 5) Is very disappointed that Councillors, in their role as Corporate Parents, only became aware of the details of this report through press media coverage rather than through a Member's Brief or other appropriate channel.
- 6) Calls for a comprehensive report within 2 cycles on all accommodation services that provide care to our young people within Edinburgh and to arrange Members' visits to them within this calendar year, 2023.

3. Background

3.1 As part of their ongoing Inspection programme, the Care Inspectorate attended Heathervale on the 23 January 2023. This was an unannounced inspection which took place over two days (Monday 23 January between 10:30 and 18:30 and Tuesday 24th January between 14:00 and 17:45). The inspection was undertaken by one inspector from the Care Inspectorate. To prepare for the inspection, the Care Inspectorate reviewed information about this service which 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, the Inspector:

- spoke with three of the young people who live in the house;
- spoke with five staff and managers;
- observed practice, the environment and daily life; and
- reviewed documents.

- 3.2 During the inspection, the Inspector noted that the requirements from the previous Inspection, undertaken in December 2019, were met within agreed timescales. Following the inspection in December 2019, the service was assessed as adequate for “How well is our care and support planned?” and “How well do we support children and young people’s well-being?”
- 3.3 Following the recent Inspection, the Inspector gave verbal feedback to the Acting Team Manager for Residential Care who was covering operational duties on 1 February 2023. At this point, the Inspector shared a number of strengths and positives, especially in respect of young people feeling loved and well cared for, but noted she would be grading the service as Adequate for the key indicator “How well do we support children and young people's rights and wellbeing?”
- 3.4 Given there were a number of strengths identified by the Inspector during the feedback, the Acting Team Manager asked the Inspector to review their score of Adequate.

4. Main report

- 4.1 The Care Inspector identified four requirements and two Areas for Improvement in the report. An Improvement Plan has been created and shared with the Care Inspector on the 5 April 2023. Both the Inspection report and Improvement Plan were also shared with the Head of Corporate Parenting and the Regulation Officer, Children, Education and Justice Services. The staff at Heathervale have also had sight of the Care Inspectorate’s Report and Improvement Plan and the latter is discussed and updated by the management team on a regular basis.
- 4.2 As part of the Improvement Plan, the Technical Operations Manager, Place Directorate, visited Heathervale on the 9 February 2023 to complete an inspection of the house to identify ongoing maintenance issues. Both the Acting team Manager and Assistant Team leader who attended the feedback from the Care Inspector, were also in attendance. From this, a schedule of work was agreed and further updated on the 12 May 2023.
- 4.3 The Executive Director for Children, Education and Justice Services and Operations Manager, Childrens Services, visited Heathervale on the 6 April and met with young people and staff who took them around the building. The Executive Director immediately raised concerns in relation to the fabric of the building with the Executive Director of Place and also agreed that Heathervale staff would produce a list of furniture required. Following this the Operations Manager met with the Head of Facilities Management to discuss identified issues with progressing work requests and further meetings are arranged with colleagues from Place directorate who are supporting the progression of the works required at Heathervale. The

young people are involved in decisions around design and purchasing of new soft furnishings for the communal areas and monies have been allocated to progress this.

- 4.4 At the time of the inspection visits, Heathervale had not been running at a full staffing compliment due to lengthy periods of sickness absence and unfilled vacancies. This has now been resolved and the management team within the house is back to full capacity. Following a recent successful recruitment exercise, new colleagues will be joining the house in due course. This will allow the team to implement all the actions from the Improvement Plan timeously.

5. Next Steps

- 5.1 The Acting Team Manager for Residential Care and the Team Leader at Heathervale, will review the Improvement Plan on an ongoing basis during their regular supervision sessions (monthly). Issues are escalated to the Head of Service, Corporate Parenting.
- 5.2 The Care Inspectorate have indicated they will return to Heathervale, early 2024. The follow up inspection will look at all requirements and areas for improvement from the current report and update on actions taken and the inspectors views regarding progress towards this.

6. Financial impact

- 6.1 Any financial impact is contained within existing budgets.

7. Stakeholder/Community Impact

- 7.1 We have spoken to the young people regarding the ongoing maintenance programme and areas they would like to see upgraded and how they would like to be involved in this. The Care Inspectorate also send questionnaires to every resident and spoke to the young people when they visited.
- 7.2 House meetings are held regularly and they include discussions about activities young people would like to suggest/ take part in and any issues within the building they want to bring to the attention of staff.

8. Background reading/external references

- 8.1 All Care Inspectorate Reports are published on their website and the Heathervale report can be viewed here: <file:///C:/Users/9053942/OneDrive%20-%20City%20of%20Edinburgh%20Council/Downloads/InspectionReport-314631.pdf>

9. Appendices

9.1 n/a