

# The Good Shepherd Close Support School Care Accommodation Service

The Good Shepherd Centre - Close Support  
Greenock Road  
Bishopton  
PA7 5PW

Telephone: 01505 864 500

**Type of inspection:**  
Unannounced

**Completed on:**  
21 December 2022

**Service provided by:**  
The Good Shepherd Close Support

**Service provider number:**  
SP2013012182

**Service no:**  
CS2013321127

## About the service

The Good Shepherd Close Support service is a registered school care accommodation service providing residential care and support for up to nine young people, aged between 12 and 20.

The premises consist of a close support house for up to six young people and a cottage accommodating up to three. The service is situated in a rural setting near Bishopton, Renfrewshire.

Young people arrive in the service both from the community - placed by local authority social work departments - and from the secure accommodation service (Good Shepherd Centre Bishopton) which is located in the same grounds. The close support service therefore, shares management, staffing, the majority of policies and procedures and some facilities with the secure service.

All young people in the close support house have an en-suite bedroom and share a communal lounge, dining kitchen and additional sitting/games rooms.

Additional facilities the young people have access to include a gym, fitness suite and outdoor sports pitch.

The service provider is The Good Shepherd Close Support, a private company limited by guarantee and a registered charity.

The service's overarching purpose is to provide a 'positive, life-changing experience to young people through individual care, education and skills development'.

The service registered with the Care Inspectorate on 1 April 2014.

## About the inspection

This was an unannounced inspection which took place on 12 December 2022 between 10:00 and 20:00 and 13 December 2022 between 09:00 and 17:00. The inspection was carried out by two 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 six young people using the service and two of their relatives
- Spoke with staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals.

## Key messages

- The staff were skilled, they spent time listening to young people and knew the importance of working alongside other agencies to prevent risk.
- Young people who had placed themselves at significant risk of harm in the community were safer when they lived in the close support service.
- Young people benefitted from nurturing and secure relationships with staff.
- The staff and managers made a concerted effort to protect young people from criminalisation.
- If young people chose to do so, they were fully involved in their care and support.

## 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 people, therefore we evaluated this key question as very good.

The staff were skilled, they spent time listening to young people and knew the importance of working alongside other agencies to prevent risk. We heard from one social worker: "All the staff go above and beyond for the young people, with real thoughtfulness and hold the balance between pushing the young people to achieve but holding them emotionally to ensure they are secure and safe where they are." This meant that when young people lived in the service for a long time their outcomes were positive.

Young people who had placed themselves at significant risk of harm in the community were much safer when they lived in the close support service. For some, we found that this was due to the service being able to restrict their movements which social workers told us was of significant benefit. For others this was because they had learned how to keep themselves safe whilst living at the Good Shepherd Centre.

During the inspection, we were aware that the service had proactively sought legal guidance to ensure that its practice was upholding the rights of young people and operating within its legal jurisdiction. We will review this development in our ongoing work with the service throughout the coming year. (See Area for Improvement 1).

The staff and managers were trained in restrictive practice. They did use it at times to prevent young people from harming themselves or others. However, we found a compassionate and reflective approach to the use of restrictive practices and a commitment to the least intrusive approaches.

The staff and managers made a concerted effort to protect young people from criminalisation. When incidents occurred, these were managed predominantly without the intervention of the police. The changes they had made to the use of searches had led to using the police more often and the staff had collectively found this distressing. This meant that model of care was focused on young people having the best possible future outcomes whilst sensitively managing times they made the wrong decisions.

Young people benefitted from nurturing and secure relationships with staff and this was a significant aspect of why young people did so well when living in the service. We heard from young people that they believed staff cared for them. They had individual staff they could turn to when distressed. One young person told us: "[The] staff team are all nice and I can speak to staff at all times if I need them, they stop what they are doing to speak to me. All [the] staff make you feel safe. If there is something you want to do, staff try their best to make it happen." It meant that young people enjoyed nurturing relationships that were based on compassion and a full understanding of their trauma.

If young people chose to do so, they were fully involved in their care and support. Some young people were not ready to begin the process of planning for their future, but the majority of young people had a clear plan, which they had led with the people who were helping them. The outcomes for some young people were hugely heartening and reflected the support they had to recover. One parent told us: "I'm 100% Happy with Hillview', [my young person] has come on leaps and bounds due to staff. I can't fault GSC in any way."

The close support service benefits from access to a range of specialist professionals. With the help of these specialists in nursing, psychology, holistic therapies and trauma informed care, the young people were receiving assessments and interventions that enabled staff to offer young people targeted support that met their needs. This resulted in young people being supported by informed staff and recovering from their historical experiences.

Family connections were promoted, and all of the young people had links to the people that were important to them. We saw examples of the service helping to repair relationships between families and we saw how welcome people were made to feel when visiting the houses. It meant that young people maintained close links with their communities even when they came to live from far away.

The educational outcomes for the young people were very positive. Young people who had stopped attending school prior to living at the service started to attain and told us that they enjoyed going to school. The service was developing links to employment within the local community to offer young people even more opportunities to attain. It meant that young people who lived in the service achieved and attained.

The service had undertaken a lot of work to review the food available to young people. We observed young people eating the food that was catered for them and also food they made themselves. We considered that within Lomond House more could be done to encourage cooking and preparation of meals. This would ensure young people had more control over what they ate and could gain valuable life skills in the process.

### Areas for improvement

1.

The service should promptly conclude their assessment of this practice area to offer assurance that young people are not being deprived of their liberty. The legal advice should be shared with the Care Inspectorate and care practices should reflect both this advice and article 5 and 37 of the European Convention on Human Rights.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "If my independence, control and choice are restricted, this complies with relevant legislation and any restrictions are justified, kept to a minimum and carried out sensitively." (HSCS 1.3) and 'My human rights are central to the organisations that support and care for me.' (HSCS 4.1)

### Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## 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

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