Lomond School
School Care Accommodation Service

Burnbrae House
58 Campbell Street
Helensburgh
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Telephone: 01436 672 476

Type of inspection:
Unannounced

Completed on:
7 September 2023

Service provided by:
Lomond School Limited

Service provider number:
SP2006008097

Service no:
CS2006115794

About the service

Lomond School is an independent school, which accommodates day and boarding young people. The school is located in Helensburgh and is close to local transport links.

The boarding house Burnbrae can accommodate up to 72 children and young people. The house is spacious and has multiple rooms, including well furnished lounges, games/prep room where young people can relax and study and have access to a multi-gym and music rooms. Young people's living accommodation is on the upper floors and boys and girls rooms are separate.

Outside there is a sports court, and large garden area where young people can relax.

About the inspection

This was an unannounced inspection which took place on 5, 6, 7 September 2023. 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 27 young people using the service and three of their family/friends/representatives
- spoke with six staff and members of the management team
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- There was excellent level of care provided to the young people.
- Young people had brilliant opportunities available to them.
- The staff went over and above to support young people.
- There was a pro-active approach to ensure the safety of young people.
- Staff had built very good relationships with the young people.

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?	6 - Excellent

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?

6 - Excellent

We evaluated this key question as excellent, where performance was innovative and sector leading.

At Burnbrae they were pro-active in ensuring the safety of young people. Staff provided a high level of nurture and had excellent relationships with the young people. This resulted in staff recognising very quickly if young people's demeanour changed. Young people told us, "They really care here and are always checking we are ok." This enabled a level of trust and respect to be developed between staff and young people. From this young people were able to undertake age and stage appropriate activities or outings, with staff being creative in how they would support these. This led to young people becoming more independent and developing social skills whilst also being kept safe.

We found there had been no instances of bullying reported within Burnbrae since our last inspection. This was from the strong sense of values in the house and a welcoming atmosphere to help young people settle in. The house was inclusive of all young people and their individual needs. We saw how this was evidenced through individual plans where young people had been involved in the support they received. This also included the other young people in the house which created and emphasised the care and respect for one another. A relative told us, "It was one of the happiest, nicest places they had been to." This ensured young people respected one another, and created a homely environment.

There was a collaborative approach to child protection and safeguarding. We were pleased to see that since the last inspection the policy and procedures had been updated. Weekly meetings had been introduced to have an awareness of any concerns for the young people. There was recognition that if concerns were to arise then support from the relevant agencies were important in ensuring the safety of the young people. This was vital processes in ensuring the safety of young people.

Burnbrae was a lovely environment, which young people told us, "Felt just like home." There was a high level of understanding the needs of the young people, and how to help them achieve. We saw how during exam times staff met young people on their break to give them home bakes and provide reassurance. Young people were allowed to have friends stay over, and there was flexibility within routines to ensure good emotional wellbeing. Parents told us, "We get invited in for a cup of tea, and I am reassured my child is happy and safe." We found this led to young people feeling cared for and an increased ability to achieve.

There was a recognition of the importance of food and the nurture this provides. Breakfast and dinner was served in the house. We saw how at study times hot chocolate was provided for young people if they wanted, to help support them settle into studying. There was also a wide variety of options available, which were led by the views of the young people. This led to young people having a healthy balanced diet, where they felt listened to and cared for.

Staff had a passion and highly skilled understanding of supporting good mental health. We saw how the approach of open conversations, had prevented any worries for young people escalating. There was also a councillor available to young people on site if they needed further support. The staff had also worked alongside the young people to gain their views of topics which they wished to learn more about in PHSE (Physical, Social and Health Education). Further support and relationships had been built with the local CAMHS (Child and Adolescent Mental Health Services) should external support be required.

There was an excellent approach to learning which considered the individual needs of the young people. We saw how dependent on their age there was different environments for prep, this was to help young people be prepared for further education. There was also flexibility in this considering the needs of the young people and what helps them to achieve. Faculty meetings had been introduced to look at if any young people needed additional tutoring and this was provided in the evenings. This led to young people being prepared for the future and achieving.

Young people were fully involved in the care they received, and were supported to be part of the community. We heard how the young people made Christmas decorations for the neighbours and had also fundraised for schools abroad and donated gym kits. The young people were involved in these ideas, as well as choosing activities, decorations and food choices within the house. They had also organised an end of term picnic, where everyone came together and celebrated each others achievements. This led to young people feeling included and cared for.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support children and young people's rights and wellbeing?	6 - Excellent
7.1 Children and young people are safe, feel loved and get the most out of life	6 - Excellent

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