Supported Lodgings Scheme
Adult Placement Service
Social Work Office
390 South Street
Glenrothes
KY7 5NL
Telephone: 08451 555555 ext. 443807

Inspected by: Amanda Welch
Type of inspection: Announced (Short Notice)
Inspection completed on: 18 February 2013
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Service provided by:
Fife Council

Service provider number:
SP2004005267

Care service number:
CS2006139295

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Staffing</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>4</td>
<td>Good</td>
</tr>
</tbody>
</table>

What the service does well

This is a very good service that provides young people with a positive alternative to homeless accommodation. The young people we spoke with all confirmed that they felt safe in their placement and had opportunities to develop skills and confidence to move onto more independent living situations in the future.

What the service could do better

The service is working hard to promote recognition of it’s work both within the wider Social Work Service and also in the communities of Fife.

In particular, carers are being encouraged to take more of a self-directive role in service development.

What the service has done since the last inspection

There has been a number of developments since the last inspection. In particular, the coordinator of the service has been able to join ‘Shared Lives’ organisation where practice discussion and sharing of experiences is proving valuable.

The service has now established regular Forum meetings for carers which has enabled carers to access peer support and also access training and information sessions. During the inspection we attended a Forum and saw that this was well attended.
Conclusion
This is a very good service that continues to support young people as they leave the care system to improve outcomes for their future.

Who did this inspection
Amanda Welch
Lay assessor: Not applicable.
1 About the service we inspected

The Supported Lodgings Scheme is provided by Fife Council and was deemed registered by SCSWIS on 1 April 2011.

The Supported Lodgings Scheme provides an adult placement service to young people over the age of 16 years and up to 25 years, most of whom have previously been Looked After and Accommodated. The service provides a "stepping stone" for young people offering accommodation and support within a family home to help them develop the skills needed for independent living.

The service has a mission statement which says:

"The overarching aim of the Supported Lodgings Scheme is to improve the outcomes for young people leaving care, through the provision of community based accommodation.

Research has indicated that where accommodation stability can be achieved for young people leaving care, there are much more positive outcomes in terms of further education and employment. The Supported Lodgings Scheme in Fife aims to contribute to such positive outcomes."

At the time of the inspection visit the manager told us there were 20 carers supporting 21 young people in Fife.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good
Quality of Staffing - Grade 5 - Very Good
Quality of Management and Leadership - Grade 4 - Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.
2 How we inspected this service

The level of inspection we carried out
In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection
During the inspection evidence was gathered from a number of sources including the following:

*Policies and procedures including participation strategy
*Carers handbook
*Feedback from questionnaires
*Minutes of meetings
*A sample of service user support plans
*Examination of training and other staff records
*Examination of audits and service data
*Discussion with the service co-coordinator
*Discussion with service users
*Discussion with carers
*Attendance at Carers Forum
*Discussion with Social Workers

Grading the service against quality themes and statements
We inspect and grade elements of care that we call ‘quality themes’. For example, one of the quality themes we might look at is ‘Quality of care and support’. Under each quality theme are ‘quality statements’ which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)
In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.
Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawscotland.org
What the service has done to meet any requirements we made at our last inspection

The requirement
The provider must notify SCSWIS of the correct whole time equivalent number of staff involved in service provision. This is to comply with: The Social Care and Social Work Improvement Scotland (Registration) Regulations 2011section 4(1)(c)

What the service did to meet the requirement
This is correct.

The requirement is: Met

The requirement
The provider must notify SCSWIS of any changes to the registration details including a change of address immediately. This is to comply with: The Social Care and Social Work Improvement Scotland (Registration) Regulations 2011section 4(1)(c)

What the service did to meet the requirement
The service have sent us appropriate notifications as required.

The requirement is: Met

What the service has done to meet any recommendations we made at our last inspection
A number of recommendations were made following the last inspection. We examined evidence during this inspection that confirmed the service had responded to these positively.

The annual return
Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic
Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate. The service submitted an electronic self assessment as requested by the Care Inspectorate. This identified some strengths of the service as well as some areas for improvement. The assessment contained a wide range of relevant information. We agree with the evaluation the service has recorded.

Taking the views of people using the care service into account

During the inspection, we spoke with four young people. They all confirmed they were happy with the service and felt that their carers offered the right kind of support for them to move onto independent tenancies in the future. Comments from young people included:

"It's good"

"I'd be in alot of bother if Supported Lodgings Scheme didn't exist"

"I knew that I would have adult support and contact to keep me on the right track"

"He (manager) is really good at his job"

"It's alright"

"The carers are fine"

Taking carers' views into account

During the inspection we spoke with seven carers. Their views are reflected within the body of the report. Particular comments include:

"He (manager) is very supportive"

"Their past is left at the front door"

"The matching process is great"

"It can be challenging"

"Young people can move onto a positive future"
3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support
Grade awarded for this theme: 5 - Very Good

Statement 1 We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths
undefined

Areas for improvement
The service has begun to review the Participation Policy in place in discussion with carers. The aim is to make the policy clear and straightforward in it’s detail.

The service are currently re designing their End of Placement forms to reduce the number of questions asked and make them more easily accessible. The service hope this will encourage more feedback from young people.

The service is continuing to support carers within the scheme to build on their knowledge and learning. This is being done in an inclusive way with carers being consulted during the development of a yearly training plan.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0
Number of recommendations: 0
Statement 3  We ensure that service users’ health and wellbeing needs are met.

Service strengths
During the inspection, we found that the service maintains a very high standard of support in this area. This was confirmed by young people and carers.

Particular systems for support planning and review were found to be clear and comprehensive in guiding carers to help meet the needs and wishes of each young person. Systems used by the service include:

* Person focused introduction and transition into placement
* Risk Assessment
* Detailed agreements between service, young person and carer regarding responsibilities and expectations
* Regular review of support plan with young person and carer
* Regular communication with the co-ordinator
* Flexibility in placements that enable young people to return if required
* Multi-disciplinary approach as part of a wider package of support

We examined seven personal support plans in detail. It was very clear that the service placed the young person at the centre of the plan and this was confirmed by young people we spoke with.

The written content of plans was detailed and clear. Initial Assessments carried out with the young person identified areas of support required such as daily living skills, for example cooking and healthy eating, housekeeping and budgeting.

There was a strong emphasis placed on developing and learning skills and we could see that young people were being supported to develop life skills which in turn improved their confidence and self-esteem. We spoke to a number of young people who told us how they now attend college or have a job, have made new friends and enjoy an active social life as a result of the stability and sense of security experienced in their placement.

For some young people placed in the scheme, a lot of support has focused on emotional support. Young people told us that they have benefited from living in a family type situation and have learnt about maintaining relationships and friendships. It is important to note that a large number of young people keep in touch with carers once they move on. This is a clear indication of the importance the placement has had in that young person’s development.
We examined a number of support plans that identified clear risk assessments regarding mental health and anger management. For example, discussion with a young person had enabled them to identify triggers for self harm which in turn helped them to identify ways in which support could be accessed. This included ongoing professional input from Community Mental Health Services and day to day social contact and discussion with the carer. This involved process of discussion enables the young person to take responsibility for their own health with the back up support in place to work towards a positive outcome.

Young people are also supported to maintain good physical health. Good examples include registering with local GP and dental practices, attending regular clinic appointments or seeking help and advice on issues such as smoking cessation or alcohol abuse. We examined evidence within support plans to show how support is reflected to meet individual needs. A good example included a young person supported to maintain a healthy diet to promote improved health and cessation of medication.

Overall, we could see that Supported Lodgings Scheme was able to offer people stability, opportunities and support to see a positive future.

**Areas for improvement**
The service identified in their self assessment that they continue to support young people to access information on sexual health and contraception advice. This type of support can help to reduce risks of teenage pregnancy for this vulnerable group.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 3: Quality of Staffing
Grade awarded for this theme: 5 - Very Good

**Statement 1** We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

**Service strengths**
Evidence in support of this statement can be found in Quality Theme 1 Quality Statement 1.

**Areas for improvement**
See Quality Theme 1 Quality Statement 1.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
Statement 3
We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths
During the inspection we were able to see in written documentation and in discussion with young people, the coordinator, social workers and carers that the coordinator and carers are a valuable asset to this service. The coordinator was confident in talking about their day to day role as manager of the service and confirmed that he worked from a strong value base.

During the inspection we spoke with seven carers. They were enthusiastic about the work they do and how they play a part in helping young people establish a sound and confident base from which to move onto more independence. Everyone spoke with a sense of pride in what they do. One carer told us,

"I love it"

Carers told us that they found their role within the scheme challenging and rewarding. They highlighted regular contact and support from the coordinator and also peer support as being a key aspect in maintaining the placements they offer. A large number of carers have provided placements for young people for many years which identifies a strong level of commitment and confirms that carers feel valued by the service.

Some carers identified that at times the young people can present a range of physical and mental challenges. All felt however that the coordinator was available for support during these times and was pro active in reducing risks of more challenging behaviour. For example, reviewing current support plans, identifying and agreeing boundaries and responsibilities for behaviour and also arranging temporary respite for carers.

A range of systems are also in place that support carers’ learning and the consistent and stable support offered. These include,

* Carers Forum
* Peer support
* Assessment and induction for carers
* On-going training opportunities
* Reflective discussions and supervision
* Annual review
We examined a small number of discussion records during the inspection. These confirmed that this was used as an opportunity for reflective discussion on practice as well as providing an opportunity for sharing and updating information on the service. Carers confirmed that they found discussion and review with the coordinator to be a positive experience.

All carers we spoke with identified the importance of the regular Carers Forums that are held throughout the year. In particular, carers highlighted the training and information they had accessed through these sessions. For example, a carer told us how they had learnt about self harm and felt more confident in supporting young people who carry out this behaviour and in some cases had led to a reduction in incidences for a young person.

Other training has included Child Protection, Understanding young adults and their risk behaviours and Working with young people who exhibit sexually aggressive behaviour. Access to appropriate training and information remains a key aspect of supporting both carers and young people.

The coordinator of the service has also been able to seek peer support through membership of ‘Shared Lives’ and ‘The Scottish Supported Lodgings Focus Group’. The coordinator told us how membership of these groups had led to new developments within the service with sharing ideas and experiences. This is good practice and promotes continued initiatives within the service.

**Areas for improvement**

During the inspection we were aware that although carers felt valued and supported by the service they did not necessarily feel supported and acknowledged by the Social Work Service as a body itself.

This was an issue that was raised indirectly by carers at the Forum who spoke about their dissatisfaction with pay and conditions. The service is currently developing a Service Provider Agreement which will clearly identify Terms and Conditions for carers. The coordinator continues to encourage carers to work together to promote the service to senior management to request a review of payment. It is hoped support from the Learning Development Officer may move this forward.

The service coordinator should also consider how the service can be best highlighted to senior management.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 4: Quality of Management and Leadership
Grade awarded for this theme: 4 - Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths
Evidence in support of this statement can be found in Quality Theme 1 Quality Statement 1.

Areas for improvement
See Quality Theme 1 Quality Statement 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0
Number of recommendations: 0

Statement 4
We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths
Anyone involved with the service is encouraged to participate in assessing aspects of the service. This includes young people who use the service, carers and other professionals. This is done mainly through day to day communication. Carers and young people all confirmed the regular contact they had with the service coordinator. All confirmed that they felt confident to give feedback and felt that their opinions were listened to. All young people we spoke with confirmed that they would be confident to raise issues they were not happy about regarding the service.

We examined a sample of completed End of Placement Questionnaires. Information from these has been used to develop the service. Good examples of development include improved training and information, paid respite for carers and organised social events for carers.
The service is currently in the process of redeveloping the content of these questionnaires as the response from young people has been limited. It is hoped a shorter and more straightforward questionnaire will encourage more feedback in this format.

The coordinator of the service showed us records kept on each placement within the service. This included the outcome of a placement when it ended. For example, young person moving to own flat, returning to family or placement breakdown. This enables some monitoring of the outcomes for young people who use the service and helps to identify any areas of concern or requiring review.

We felt that the coordinator had a clear picture of the standards achieved across the service. This could be further enhanced to show progress and development in a more formally recorded format. (See Areas for Improvement).

**Areas for improvement**

The manager should consider how some of the information could be recorded and pooled together to give a running picture of service delivery on a month to month basis. This would provide solid documentation to support future development of the service.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0
4 Other information

Complaints
No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements
We have taken no enforcement action against this care service since the last inspection.

Additional Information
No additional information noted.

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).
5 Summary of grades

<table>
<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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<table>
<thead>
<tr>
<th>Quality of Staffing - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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<table>
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<th>Quality of Management and Leadership - 4 - Good</th>
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</thead>
<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 4</td>
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6 Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>14 Jul 2011</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
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<td></td>
<td></td>
<td>Management and Leadership 3 - Adequate</td>
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<tr>
<td>31 May 2010</td>
<td>Announced</td>
<td>Care and support 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Staffing Not Assessed</td>
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<td></td>
<td></td>
<td>Management and Leadership 3 - Adequate</td>
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<tr>
<td>8 May 2009</td>
<td></td>
<td>Care and support 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership 3 - Adequate</td>
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</tbody>
</table>

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
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