

Care service inspection report

East Ayrshire Council Children & Families Support Service Care at Home

Cumnock Area Centre

1 Greenholm Street

Cumnock

KA18 1LH

Telephone: 01290 427840

Inspected by: George Stewart

Type of inspection: Unannounced

Inspection completed on: 8 March 2013



HAPPY TO TRANSLATE

Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	10
4 Other information	20
5 Summary of grades	21
6 Inspection and grading history	21

Service provided by:

East Ayrshire Council

Service provider number:

SP2003000142

Care service number:

CS2006139954

Contact details for the inspector who inspected this service:

George Stewart

Telephone 01294 323920

Email enquiries@careinspectorate.com

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

Quality of Care and Support	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

The service provides flexible needs led support to children and their families. Staff engage well with service users offering hands on support that can lead to improvements in the day to day lives of the families.

What the service could do better

The service should use the information gathered from stakeholders to inform a service development plan. The service should develop an internal complaints procedure that allows issues to be dealt with closest to the point of concern.

What the service has done since the last inspection

The service had a new manager and this had led to significant improvements across the service. This included an increase in staff supervision, clearer plans for supporting families and better consultation with all partners.

Conclusion

The service has made very good progress since the last inspection. Although their was still an element of Housing Support that added real value to the progress of care plans interventions were now more diverse in nature. This included accredited parenting support, play therapy and other therapeutic interventions.

Who did this inspection

George Stewart

1 About the service we inspected

Introduction(don't include grading information)

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, SCSWIS. We are also known as the Care Inspectorate.

East Ayrshire Council Children and Families Housing Support Service provides flexible support to families in East Ayrshire. The primary function of the Support Team is to support children at risk or children who are looked after and accommodated who may be rehabilitated to their families. The children may be subject to child protection measures, rehabilitation plans, children who may be living outwith their families but are supported to maintain contact and children who have additional support needs. The service operates from two locations with office bases in Kilmarnock and Cumnock.

The service is provided following an assessment of need by a qualified social worker. The family support team deliver a range of interventions to assist families in the community to maintain or develop skills. These may include:

- Budgetary and domestic skills
- Cooking and dietary skills
- Social and personal care skills
- Access to the wider community
- Parenting and childcare support
- Occupational and recreational support

At the time of this inspection, the service was providing varying degrees of support to over 300 individuals in the community.

East Ayrshire Council (EAC) operates this service. Its stated aim is to "provide home-based, tailored support complimentary to existing social work services which will enable children to remain at home with appropriate, skilled, practical/emotional help."

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 5 - Very 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

We wrote this report after an unannounced inspection that took place between 9am and 4.00pm on 20 February 2013 and 9.30am and 3pm on 8 March 2013. George Stewart Inspector carried out the inspection for Care Inspectorate.

In accordance with Care Inspectorate's 'Inspection frequency and Guidance 2012-13' this service was inspected against the following quality themes:

Care and Support
Management and Leadership.

As requested by us, the provider sent us an annual return. The provider also sent us a self-assessment.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents:

The provider's self assessment and annual return
The provider's action plan for the previous inspection
Notification reports to the Care Inspectorate
Care Inspectorate questionnaires returned to Care Inspectorate
Minutes of staff meetings
Care plans and associated records
Individual risk assessments
Staffing schedule and staffing rotas
Staff training records
Action Plans
Rotas

We spoke with:
Service manager
Manager

Service co coordinators
Support staff
Social workers
Service users

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

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: No

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 self assessment was detailed but lacked focus. The service should seek to match the self assessment with the evidence provided. Where possible this should be linked to positive outcomes for families.

Taking the views of people using the care service into account

Service users were very positive about the support offered by staff.

Taking carers' views into account

Not applicable.

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

The grade awarded for this quality statement was 5 Very Good.

The service had made improvements in their approach to gathering information from young people and their families for example case recordings better reflected the feeling and wishes of service users.

Each family had an individualised needs led service designed to offer them a support package following an assessment by a lead professional. Support staff would then provide a range of support over an agreed period. Staff and service users confirmed that if there were any areas of concern, these would be discussed, and if appropriate, changes would be made.

The nature of the interventions often meant that service users would attend multi agency meetings that included Senior Social Work managers. We observed care being taken at these meetings to offer the opportunity to service users to evaluate all aspects of the support they received.

Service users and carers were supported to access independent advocacy services and we found that people were appropriately supported with communication needs. Service users were invited to speak with the staff to discuss any concerns they had and an established corporate complaints procedure was in place.

The service deployed a variety of methods to gain peoples views. Both the Support Team and the organisation have continued to build on the existing ways people could be consulted and get involved. This included:
face to face interviews with individual service users

Reviews

Complaints procedure
questionnaires

The service had made good progress in establishing an outcome focus for interventions. This was often difficult to quantify because of other factors involved in supporting families to make the changes identified at the time of assessment. For example improvements to parenting approaches and support to maintain the home were not always enough to prevent further statutory interventions.

The following recommendation was made at the previous inspection.

The service should implement a Participation Strategy and increase the extent to which it takes into account the views of service users in improving the service. The service should clearly identify matters arising and action taken.

National Care Standards – Housing Support Services: Standard 8 – Expressing your views

We found that the service had made improvements in how they gathered information. All aspects of a sound participation strategy were in place.

This recommendation was met.

Areas for improvement

The service should be more systematic in their consultation with young people and their families. This will mean ensuring that when there is a short period of intervention service users are encouraged to offer their evaluation of the service.

Managers and staff should work to increase the range of opportunities to gather feedback. This could happen in both formal and less formal settings. (See recommendation 1 for this quality statement).

The service should consider developing a localised complaints procedure to allow issues of concern to be dealt with quickly and at the appropriate level. (See recommendation 2 for this quality statement).

Grade awarded for this statement: 5 – Very Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The service should develop the range of methods used to support families to express their views. National Care standards, Housing support Services Standard 8 Expressing Your Views.

2. The service should develop a localised complaints policy. National Care standards, Housing support Services Standard 3 Management and Staffing.

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

The grade awarded for this quality statement was 5 very good

We found that the service continued to play a significant role with service users in ensuring they managed their health and well being in a safe manner. Staff demonstrated a good awareness of the health issues faced by the families to whom they offered support.

Staff worked in partnership with health professionals particularly Health Visitors School Nurses, Mental Health practitioners and other health staff as required. Relationships were considered to be professional and supportive. For example, support staff could gain advice on particular issues and be helped to develop interventions that supported families to achieve a healthier lifestyle, if this was part of their plan.

The service had developed a referral document that ensured lead professionals provided all necessary information before support staff engaged with service users. Where an intervention was complex, this was reflected in the detail provided in the referral form. This allowed support staff information that helped them engage with families in an informed and supportive manner.

We found that support staff were fully trained and had access to the SWIFT system. This is the communication and recording system, this meant that support staff recorded information that had a direct impact on the development of the care plan. Lead professionals and social work managers were able to remain updated about the progress of each case.

We found that the service continued to offer support in cooking, cleaning, budgeting and other housing support tasks. This support was welcomed by families and played an important part in the overall care plan. Increasingly however, the nature of the support offered was more therapeutic for example accredited interventions to support better parenting. We found all staff had been trained in the Solihull approach and that this knowledge and skill was often used to support families.

Service Users confirmed that they had access to a variety of supports, were aware of the contents of their personal plans and were knowledgeable about their goals. Service users indicated that they welcomed the down to earth support offered by staff. The establishment of these relationships were often central to the success of interventions by other professionals. Service users commented that "staff seem

different even although we know they all work for the same people". At times this was crucial in engaging families with their care plans.

Areas for improvement

The service should develop their relationship with recreation staff to offer choices to families that could lead to improvements in health and well-being.

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

The grade awarded for this quality statement was 5 Very Good. We concluded this after considering feedback from service users and others. Please see quality statement 1:1 for information on how the service facilitated the participation of young people and their families.

Service users had opportunity to express their views about the quality of staffing in the service during home visits and meetings.

Areas for improvement

Please see quality statement 1:1

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

The grade awarded for this quality statement was 5 Very Good.

We found the family support team to be professional, trained and motivated in meeting the needs of a wide range of families.

East Ayrshire Council had supervision policy and procedures. These were followed by managers and senior staff.

We reviewed the planned programme of individual supervision. There is also a new process in place to review individual staff performance called East Ayrshire General

Employee Review(EAGER). Staff understood that supervision was a two way process and confirmed that they could also raise issues affecting them.

We found a number of staff held professional qualifications and had access to a range of training designed to support them in their roles. This included core training such as child protection, food hygiene and infection control in addition, all staff had attended a recent update to their Solihull training, an approach that played an important part in the support offered to families.

Despite there being a large team of workers, coordinators and managers were well aware of the strengths and weaknesses of the team. This helped ensure that families were supported by staff whose knowledge and skill set was best suited to meeting their needs.

We think there were good staff communication systems in place. For example, regular staff meetings encouraged good communication. Staff told us the Manager and senior staff are supportive and approachable. Through discussion, we found that staff practice demonstrated a professional approach.

We examined Care Inspectorate questionnaires that had been returned from people who use the service. People strongly agreed that staff had the knowledge and skills to support them.

Staff should have access to Witness Skills Training to assist them in their work.
National Care Standards Housing Support Services - Standard 3: Management and Staffing arrangements

The service had made progress in ensuring staff had access to Witness Skills Training.

This recommendation was met.

The service should provide staff with access to regular planned supervision.
National Care Standards Housing Support Services - Standard 3: Management and Staffing arrangements

As detailed above, all staff had access to regular structured supervision. Staff told us that this represented a significant improvement since the time of the last inspection visit.

This recommendation was met.

Areas for improvement

The service and staff would benefit from the development of a resource library. This should be included as part of the service development plan and made available at the earliest opportunity. (See recommendation 1 for this quality statement).

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Staff should have access to a resource library that would help improve their practice. National Care Standards Housing Support Services - Standard 3: Management and Staffing arrangements

Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service.

Service strengths

The grade awarded for this quality statement was 5 Very Good.

Please see quality statements 1:1 and 3:1 for information on how the service encourages the participation of service users

Through the formal meeting processes such as core meetings and case conferences, service users had regular access to managers including senior managers.

Areas for improvement

An evaluation of managers should be considered as part of any consultation. This should include an update to the questionnaires provided for staff and other stakeholders.

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

The grade achieved for this statement was 5 Very Good. We concluded this after we considered feedback from young people, management and staff. Please also see statements 1.1, 3.1, 3.3 and 4.1 for evidence that supports the grading for this statement.

We found the service had made good progress in developing their approach to quality assurance.

We found that the service was subject to regular scrutiny, this included an analysis of recorded information within the SWIFT system.

Staff told us that there was an informal arrangement in place to support each other particularly when things became difficult. This led to a level of peer scrutiny that helped ensure families received the best support possible.

We found there were regular audits of case files with managers signing and offering direction for improvement. This approach was also designed to work effectively when auditing complaints, incidents and service evaluations.

Many of the interventions were part of a multi agency support plan. This meant intervention were subject to regular review by a range of professionals.

Staff were offered much greater access to one to one support and this had impacted positively on the performance of the service as a whole.

The service had appointed an experienced manager who had used their knowledge and skills to ensure service users and others could comment on how they viewed the service. This had included the development of questionnaires for other professionals. At the time of the inspection visit, this information had been collated and the analysis was being used to inform the service development plan.

We reviewed the content of the recent staff development day and found the agenda consistent with issues identified by staff, service users and others. Importantly, the evaluation of this day was very positive and demonstrated the teams commitment to further improvement.

Areas for improvement

The service should continue to build on the improvements made. This should include increased certainty about the frequency of quality assurance approaches. (See recommendation 1 for this quality statement).

Senior managers should develop a framework of achievable outcomes to assist the service with measuring progress. This should take account of the limitations on staff in delivering the overall careplan.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Recommendations

1. The frequency of quality assurance processes should be established as part of the service development plan. National Care Standards, Housing Support Service Standard 3: Management and Staffing.

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

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

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
27 Feb 2012	Unannounced	Care and support 4 - Good Staffing 4 - Good Management and Leadership Not Assessed
19 Mar 2010	Announced	Care and support 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

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

To find out more about our inspections and inspection reports

Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

This inspection report is published by the Care Inspectorate. You can get more copies of this report and others by downloading it from our website: www.careinspectorate.com or by telephoning 0845 600 9527.

Translations and alternative formats

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

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایں تسد یم ونابز رگی د روا ولکش رگی د رپ شرازگ تعاشا ہی

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

ی.رخأ تاغل بو تاقي سن تب بل طلا دن ع رفاو تم روشن مل اذه

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.

Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com