

Care service inspection report

Family Focus Service (Aurrida House)

Child Care Agency

Aurrida House

Papdale Loan

Kirkwall

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Telephone: 01856 876160

Type of inspection: Unannounced

Inspection completed on: 14 January 2015



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Service provided by:

Orkney Islands Council

Service provider number:

SP2003001951

Care service number:

CS2005087402

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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

Quality of Care and Support	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	3	Adequate

What the service does well

Family Focus Service provides childcare to a small number of families. They provide staff who interact enthusiastically with young people and support parents to care for their children taking account of the families' routines.

What the service could do better

There is a need for the service to develop a system which gives families the opportunity to comment on the quality of childcare they receive. The service should create a service development plan to ensure that they monitor the improvements that they implement. There was also a need for the service to continue to develop service user personal plans to use the best practice wellbeing indicator and also reflect the routines that exist in the families' households.

What the service has done since the last inspection

The service had recently established recording systems within service users' households. This allows staff to record their contacts. There has also been a new management team who have established a new staff team to provide direct support to young people in their own homes. We look forward to examining their progress.

Conclusion

This is a very individualised small service with varying packages of care for each service user. The service has a small group of enthusiastic staff who were found to be committed to supporting families in their own homes.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

Family Focus (Aurrida House) has been registered with the Social Care and Social Work Improvement Scotland (SCSWIS) since 1 April 2011 to provide a childcare agency to young people for 52 weeks of the year. The service was previously registered on the 25th April 2005 with the Care Commission.

All references in this report will be to the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, ("the Regulations") (SSI 2011/210).

Requirements and recommendations

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or a requirement.

- **A recommendation** is a statement that sets out actions the care provider should take to improve or develop the quality of the service based on best practice or the National Care Standards.

- **A requirement** is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ("the Act") and the secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or conditions, a requirement may be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

This service is managed by Orkney Islands Council and provides a range of support to young people with additional needs in their own homes. The Family Focus office base is in Aurrida House which is a respite unit that supports young people and families to have access to short breaks.

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

Quality of Care and Support - Grade 4 - Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 3 - Adequate

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 0345 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

This inspection report was written after an inspection was carried out on the 17 of December 2014 with a further visit on the 14 January 2015. We gave feedback to the registered manager and the senior care worker at the end of the inspection.

The inspection gathered evidence from a variety of sources, including the relevant sections of policies, procedures, and relevant documents which included:

- evidence from the service's most recent self evaluation
- two young people's personal plans
- risk assessments
- placement agreements
- training database
- team meetings
- supervision records
- professional reviews and development
- participation strategy.

We talked with the following:

- the registered manager
- senior care worker
- three members of staff
- two family members who receive the service.

We also attended and observed a regular team meeting.

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

A system to be put in place to ensure that daily contact sheets are held in service users' files.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 4(1)(a) - a provider must make the proper provision for the health, welfare and safety of service users.

Timescale: immediately on receipt of this report.

What the service did to meet the requirement

A system had been developed and both families had record sheets at their homes.

The requirement is: Met - Within Timescales

The requirement

All personal plans should be regularly audited to ensure that they are-up to-date and accurate.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 4(1)(a) - a provider must make the proper provision for the health, welfare and safety of service users.

Timescale: immediately on receipt of this report.

What the service did to meet the requirement

Both personal plans had recently been audited.

The requirement is: Met - Within Timescales

The requirement

Individual risk assessments to be developed to take account of the environment.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 4(1)(a) - a provider must make the proper provision for the health, welfare and safety of service users.

Timescale: immediately on receipt of this report.

What the service did to meet the requirement

The service had environmental risk assessments for both premises.

The requirement is: Met - Within Timescales

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 a satisfactory self assessment that outlined most of the strengths of the service and identified areas for improvement.

Taking the views of people using the care service into account

We were unable to interview young people as they received the service in their own homes and were both too young to offer their opinions regarding the service. We did not issue Care Standard Questionnaires (CSQs) to the two families that received the service as we contacted them by telephone. The comments are contained in the section talking to carers.

Taking carers' views into account

We spoke to two family members who stated that they were happy with the service. Both stated: "we are happy with the staff."

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: 4 - 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

We found this service was performing very well in the areas covered by this Quality Statement. We concluded this after we spoke to the manager, four staff members and two family members who used the service.

The service had a well established participation strategy, where all families were given an information pack before starting the service. This pack included information on 'how to complain'. We examined the complaints records. There had been no complaints since our previous inspection and prior complaints had been investigated and resolved appropriately. Parents confirmed that they knew how to make a complaint and stated that they had and are able to talk "openly" to the service to raise any issues that they wish resolved.

All families were given a contract which outlined what they should expect from the service. This encouraged communication and outlined the service's charter on what service users could expect and what to do if they were unsatisfied. This also charted the timescales and days of the week that the families would receive the service.

The service recently audited their personal plan system which encouraged families to take part in personal planning. This process ensured that the care needs of their children and their family were reflected at their creation and also at subsequent regular reviews. Staff indicated that they encouraged families to offer their opinions about the service. There were also regular opportunities for families to comment on the service that they received at multi-agency meetings which included members of social work, health and education. These processes ensured families had high levels of participation in the care and support that they received.

Families and young people who were interviewed indicated that they had good communication with the service. A range of ways of keeping in touch with parents was used, such as phone, text and email depending on what parents wanted. The service contacted families by telephone and email. All parents and young people were given a regular newsletter which informed them about significant events, for example staff changes.

Areas for improvement

Due to the change in management in the last year the service has not issued their annual service questionnaire. This system should be re-established.

The service should also explore alternative ways of gathering opinions, such as at review meetings or using email to carry out surveys or questionnaires. These should then inform the service participation action plan. This action plan had not been updated for sometime. This system should be re-activated to ensure that participation action plans are systematic and robust **(see Recommendation 1)**.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service to ensure that it evaluates the service in accordance with the participation strategy.

National Care Standards, Child Care Agencies - Standard 4: Quality - you can be confident in the quality of the child care arrangements.

Statement 3

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

Service strengths

We found this service was of a good standard in the areas covered by this Quality Statement. We concluded this after we spoke to the manager, staff and saw written evidence.

There were comprehensive care plans in place for all the children who were supported. These included guidelines from health care professionals to ensure their health care needs were met. Staff were given training by a relevant health care professional in meeting the specific care needs of any children. If children were in hospital then staff would be informed of any changes to the personal plan to ensure they were aware of how to meet children's needs on discharge.

All young people had generic risk assessments for young people and their activities. Staff were found to be knowledgeable on how to manage risks young people pose and how to implement strategies to reduce the risk posed to young people in their own homes.

The care plans were updated regularly by staff, as well as at six-monthly review meetings. There were regular team meetings for care staff working with children with high support needs so that they could discuss the range of support that the families would need.

Although medication needs were undertaken by families. Staff had received a range of training, such as administration of medication training. Training in epilepsy and rescue medication was given to any staff working with children with epilepsy and was planned to form part of core training for all staff. All staff were first aid trained and also all staff had undertaken level one in Child Protection and were found to have a comprehensive knowledge of the local Child Protection guidance.

Additional training inputs were planned, this included inputs from the renal specialist nurse and also allied health professionals.

Care packages would also be related to the level of care and support needed by the family and, where necessary, additional packages of support were sought to respond to crisis situations.

Areas for improvement

The service had only recently introduced a recording system which allowed staff to record the contact within service users' homes. This management system is welcomed and we will examine its progress at the next inspection.

The service was in the process of developing their personal plans to reflect the Getting it Right for Every Child (GIRFEC) national wellbeing indicators. The service should also consider developing their recording of daily contacts to use the wellbeing indicators. This would ensure that all recording undertaken by staff is compliant with best practice.

We would encourage the service to undertake regular audits of personal plans to ensure that personal plans are accurate and up-to-date.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1

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

Service strengths

We found this service was of a good standard in the areas covered by this Quality Statement. We concluded this after we spoke to the manager, staff and saw written evidence.

The service involved families in the recruitment of staff when vacancies were being advertised for a specific family post.

See Quality Theme 1, Quality Statement 1 for additional evidence.

Areas for improvement

See Quality Theme 1, Quality Statement 1.

Grade awarded for this statement: 4 - 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

We found this service was performing to a very good standard in the areas covered by this Quality Statement. We concluded this after we spoke to the manager, staff and saw written evidence.

The service had a safe recruitment policy followed by a comprehensive induction procedure, which included core training and shadowing. All staff were given training, this included moving and handling; medication; Child Protection; first aid; food hygiene; and Studio 3.

There was also young person specific training as needed and time was given to introduce staff to families and for them to become familiar with the personal planning. For example, staff were given additional training in the young person's physiotherapy package. Parents indicated that they felt staff had had sufficient training and expertise for the task they had to carry out.

Staff were all registered with the Scottish Social Services Council (SSSC) and there was a commitment from the local authority that all staff would have access to the relevant courses to support them to remain registered.

Three staff interviewed confirmed that they were motivated and able to access training, as well as support at any time. Most staff had received supervision and were in the process of undertaking an annual appraisal.

We observed a monthly staff support meeting which were used to reflect on best practice and remind staff of any training which was available. Staff felt well supported and that they were able to contact the office for advice or support.

Areas for improvement

Due to the service having a recent change in the management team there had been some slippage in supervision. However, recently all staff had received supervision in keeping with the timescales outlined in their contract.

The service had also some difficulty gaining places on the area's Child Protection training. This was due to high demand. Places were planned for all staff who had not undertaken this training in the next few months.

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: 3 - Adequate

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

We found this service was of a good standard in the areas covered by this Quality Statement. We concluded this after we spoke to the manager, staff and saw written evidence.

See Quality Theme 1, Quality Statement 1 for additional evidence.

Areas for improvement

See Quality Theme 1, Quality Statement 1.

Grade awarded for this statement: 4 - 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

Most of the aspects of this Quality Statement were found to be met and while there were areas for improvement, the performance of the service was adequate.

The service was externally managed and had regular monitoring visits by a service manager of Community Social Services.

Staff had regular team meetings, and this gave them the opportunity to feedback on the service and discuss the issues of the service. The service managers have an open door policy.

There was a comprehensive system of complaints was in place where stakeholders had the opportunities to raise any issues with the service.

The quality and performance of Family Focus Service was monitored by regular inspection of the service by the Care Inspectorate. The service annually completed a self assessment of its service for the Care Inspectorate. This was completed to a satisfactory level.

There had also been good compliance with notifications.

Areas for improvement

Family Focus Service had developed a participation strategy and had previously used questionnaire responses from young people, parents, other agencies and staff to inform a participation action plan. This had not occurred for sometime. This system should be re-established to ensure that the service monitors progress systematically (see Quality Theme 1, Quality Statement 1, Recommendation 1).

The service should also develop a range of quality assurance tools which informs a service development plan. This is an essential tool to monitor and evaluate continuous improvement.

Grade awarded for this statement: 3 - Adequate

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

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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

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

6 Inspection and grading history

Date	Type	Gradings
30 Aug 2012	Unannounced	Care and support 3 - Adequate Staffing 4 - Good Management and Leadership 3 - Adequate
31 Aug 2011	Unannounced	Care and support 4 - Good Staffing 4 - Good Management and Leadership 4 - Good
15 Dec 2009	Announced	Care and support 4 - Good Staffing 4 - Good Management and Leadership Not Assessed

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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