

Care service inspection report

Full inspection

Family Focus Service (Aurrida House) Child Care Agency

Aurrida House
Papdale Loan
Kirkwall

Service provided by: Orkney Islands Council

Service provider number: SP2003001951

Care service number: CS2005087402

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 [@careinspect](https://twitter.com/careinspect)

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	5	Very Good
Quality of management and leadership	5	Very Good

What the service does well

Family Focus Service provides childcare to a small number of families. They provide staff who interact and support young people with the guidance of parents, who then are freed-up to undertake other activities with their family. The support is carried out in service users' homes and usually provides young people with care and support to undertake their daily routines.

What the service could do better

The service had developed questionnaires and feedback mechanisms for parents. These should be used to inform a service development plan. The service has started to address this issue.

The service had also initiated a new personal plan which was developed to include target setting and also underpinned by the wellbeing indicators. This has yet to be rolled out to all service users. It would be beneficial to have daily recording tools to reflect the targets which are in place for young people to achieve and also reflect the wellbeing indicators.

What the service has done since the last inspection

The service has ensured that all staff have regular team meetings to discuss the needs of families and also talk through any practice issues. They have also expanded supervision for all permanent members of staff and are rolling out this support to all relief staff in the near future. As already stated, the service had reviewed their personal plans and they have been redeveloped to reflect best practice.

Conclusion

The service provides individualised care packages which support families in their own homes. The staff group were found to be enthusiastic and committed to provide a quality service. All parents interviewed during this inspection indicated that they were very happy with the service that they received.

1 About the service we inspected

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 Service office base is in Aurrida House which is a respite unit that supports young people and families to have access to short breaks.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

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

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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 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 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 11 January 2016 with a further visit on 15 January 2016. We gave feedback to the registered manager 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
- individual risk assessment
- premises (household) risk assessments
- placement agreements
- staff rota
- training database
- team meetings
- supervision records
- staff and service questionnaires
- professional reviews and development
- participation strategy.

We talked with the following:

- the registered manager
- two members of staff
- two family members who receive the service.

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.firescotland.gov.uk

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 Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what they thought they did well, some areas for development and any changes planned.

Taking the views of people using the care service into account

We did not speak with any children or young people during the inspection.

Taking carers' views into account

We spoke with two parents and carers who were able to meet for a one-to-one interview in the service. Both carers indicated very high satisfaction levels with the service. They indicated that there is a small staff team that help support them with their child. They indicated that they were lucky to have a motivated and confident staff team that help them with their child. They indicated that they have very good communication with the service and that staff are very responsive to their needs.

We have included some of their direct comments:

- "Staff are very comfortable in our home environment."
- "Staff are very good, recently they involved our child in decorating the Christmas tree."
- "We are fully involved in determining the support package for our child."
- "The senior social care worker goes the extra mile."
- "We are able to talk about the service at reviews and we fill in an annual questionnaire."

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 saw very good evidence that young people were encouraged and enabled to participate in assessing and improving the service. We looked at written records and spoke with the manager and parents and carers, we found the service to have a very good level of performance in this statement.

The service had a well developed participation strategy which outline how the service gathered the views and suggestions of parents and carers through questionnaires and discussions. The needs of the children and families were also established through discussion with parents and carers, staff and management.

The service was able to demonstrate they actively sought the views of parents and carers and were committed to working in partnership with them. We viewed the regular correspondence that showed the service had regular contact by e-mail and by telephone. Parents also had regular formal meetings to discuss case updates and also review their personal plans with the service.

The service had structured initial visits to allow staff to gather information about the child's needs and family's needs. Service users were informed at this

stage of the ways in which they could contact the service for support. The service was able to be contacted at any time, as their office was based in a care home.

The service had established good informal systems to communicate with parents and carers, who told us they were comfortable about approaching staff, that information was always shared by staff who came to the house and the children's and family's needs were met. Staff completed recording sheets which detail what activities the children were involved in and the support that has been involved. These records were held in the child's own home and parents could access these sheets and amend them as necessary, if any changes were required.

The service had established their parental questionnaire. The results of which influence future improvement of the service.

Newsletters were provided regularly to keep parents and carers informed of general information from the service.

Areas for improvement

The service should use the parental questionnaires and contacts to further develop and improve the development plan for the service.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 2

"We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential."

Service strengths

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

The service had tried to established a small staff team to ensure the continuity of care for the family. This was evidenced by the staff rota, however, due to the constraints of being a rural service and staff availability, continuity was sometimes not always possible.

All young people had a comprehensive file which included a personal plan. The service kept required contact information for all the children, which also included dietary and medical needs. This information was kept securely and confidentiality was maintained at all times. This information was regularly reviewed by staff with the active involvement of the young person's parents. Some of personal plans had been re-developed to include the wellbeing indicators. The service had also developed individual targets for young people and these were continually recorded and reviewed.

We found appropriate consents from parental/carer permissions in place, for example taking the child out to an activity. They also had medication consent forms and administration of medication records in place to ensure all children were kept safe. The service had also developed individual risk assessments which identified strategies which staff would undertake to keep young people safe and protected.

The service had appropriate records which recorded the activities and observations of the children when they received the service. Parents and carers had access to these records.

Staff had Child Protection training and were first aid trained, therefore ensuring that the children were kept safe and accidents and emergencies could be handled appropriately. Staff had training arranged to enable them to support specific needs of individuals, such as epilepsy, and de-escalation training.

Areas for improvement

All personal plans for all young people should be formatted to include the wellbeing indicators. The service should consider updating their recording systems to include reference to the targets and the wellbeing indicators.

Grade

4 - 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 findings in this statement are similar to the findings in Quality Theme 1 - Statement 1.

Areas for improvement

The service should continue to consult with young people in assessing and improving the quality of staff.

Grade

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

We found that there was good evidence of a professional, trained and motivated workforce.

This service does not currently require workers to registered with the Scottish Social Services Council (SSSC). However, we found that most of the staff group

had either gained qualifications or were in the process of undertaking training which would allow them to be registered in the future. The service encouraged and supported training and staff had access to regular training inputs which supported them in their jobs. This included moving and handling, Child Protection and managing difficult behaviour. They also had specialist inputs from health professionals to ensure that their practice was up-to-date. All training was recorded in a staff training database which ensured that staff undertook revalidation training annually. We found that staff found these inputs essential to enable them to feel confident to provide quality of care to the young people they supported.

Parents indicated that staff were very enthusiastic and committed to meeting the needs of the young people and also that they were very responsive to the changing needs within the family dynamics. One family indicated that the service was exceptional in dealing with an emergency situation which allowed them to be able to focus on the difficult situation knowing that their child was well looked after.

All new staff had a formal induction and had the opportunity to work 'shadow shifts'. This allowed staff to gain skills in a supportive environment with colleagues who could coach and mentor them. There had been several new staff in the last year which had allowed small teams to develop and provide continuity for parents and young people.

We found that staff attended monthly staff meetings where they could reflect on practice issues. These meeting were used as group supervision and were supplemented by permanent staff having access to regular supervision. The management team were also rolling out formal supervision to all staff including relief staff. Staff also had the opportunity to meet annually to discuss their individual training needs in continuing professional development (CPD) meetings which allowed then to plan for their future development.

We found that the staff group were committed and motivated and were fully integrated in the service provision and development.

Areas for improvement

The service to continue to offer opportunities for staff to develop and have access to regular training.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

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 findings in this statement are similar to the findings in Quality Theme 1 - Statement 1.

Areas for improvement

The service should continue to consult with young people, where appropriate, regarding the quality of management.

Grade

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

We found that there was very good use of quality assurance systems and processes which involve service users, carers, staff, and stakeholders.

The service was part of a larger service which had a number of well developed structures that ensured the service continued to develop. There were a number of audits which we were able to examine. There were regular personal plan audits and all service users' homes had an environmental risk assessment annually.

There was a formal overview by an external manager and the service manager had a number of formal mechanisms which ensured that all aspects of the service were monitored. This included regular staff meetings and formal supervision where staff were encouraged to suggest service improvements. Staff also commented that there was an open door approach where they able to approach the management team with suggestions at any time. These exchanges allowed a very individual and tailored approach to care to develop for service users.

As previously mentioned the participation strategy outlined the ways in which young people, families, staff, and stakeholders could influence service provision. The service had gathered comments and compliments from service users, families and professionals. There was also annual questionnaires which were issued to all stakeholders to ensure that they were offered the opportunity to comment on the quality of the provision. These were then gathered and analysed to inform the service development.

There had also been good compliance with previous inspections and the service had developed wide-ranging action plans which we have been monitoring over the last year.

Areas for improvement

The service to continue to improve their development plan to reflect the opinions and suggestions of all stakeholders.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

There are no outstanding recommendations.

6 Complaints

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

7 Enforcements

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

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings
14 Jan 2015	Unannounced	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and Leadership</div> <div>4 - Good</div> <div>Not Assessed</div> <div>4 - Good</div> <div>3 - Adequate</div>
30 Aug 2012	Unannounced	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and Leadership</div> <div>3 - Adequate</div> <div>Not Assessed</div> <div>4 - Good</div> <div>3 - Adequate</div>
31 Aug 2011	Unannounced	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and Leadership</div> <div>4 - Good</div> <div>Not Assessed</div> <div>4 - Good</div> <div>4 - Good</div>
15 Dec 2009	Announced	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and Leadership</div> <div>4 - Good</div> <div>Not Assessed</div> <div>4 - Good</div> <div>Not Assessed</div>

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

You can also read more about our work online.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 @careinspect

Other languages and formats

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

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

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.