

Family Focus Service (Aurrida House) Child Care Agency

Aurrida House
Papdale Loan
Kirkwall
KW15 1JR

Telephone: 01856 876160

Type of inspection: Unannounced
Inspection completed on: 9 November 2016

Service provided by:
Orkney Islands Council

Service provider number:
SP2003001951

Care service number:
CS2005087402

About the service

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 on 25 April 2005 and transferred its registration to the Care Inspectorate on 1 April 2011.

What people told us

The service is very small with only two families receiving a service at this time. We were able to interview one family who were receiving a service who indicated that they were satisfied with the service they received. They had an active role in maintaining and reviewing their child's personal support plan and were in regular contact with the service to ensure that the service was meeting their child's needs.

Self assessment

The Care Inspectorate received a fully completed self assessment from the provider.

The provider identified what it thought the service did well and gave examples in care and support for improvements. The provider told us how the people who used the care service had taken part in the self assessment process and how their feedback directed the development of their plans for improving the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

The service had a very good written service agreement that clearly set out the rights and responsibilities for someone using the service. It gave important information about the arrangements to change arrangements and also how users could complain to the service.

The service kept accurate and comprehensive personal plans which referred to the best practice wellbeing indicators. Parents were consulted and actively involved in reviewing these plans. All young people had identified targets which were focused and had positive outcomes. The management team monitored and evaluated these plans to ensure that it was meeting the parents' and young people's needs.

Staff were found to interact and support young people with enthusiasm, enabling young people to enjoy their time with the carer and have an opportunity to try a number of new experiences within their home environment. Staff, in the main, were used to ensuring that there was the necessary support to ensure that parents were assisted to carry out necessary routines. This ensured that young people had additional support so that families could maintain their normal daily patterns and community links.

We were confident that the service had appropriate safe recruitment procedures to ensure that all staff had the knowledge and skills to support users. The service had previously tried to involve parents in the recruitment and selection of staff. However, as yet this has not occurred. The management team will continue with this aspiration and will try again to involve parents at the next recruitment and selection of staff.

The service had an effective system to ensure good communication between parents and the service. As best as possible they tried to supply a core group of carers. Unfortunately, due to size and working patterns of staff, this was not always possible.

The service was committed to ensuring that all staff developed their skills and knowledge. All staff had annual reviews where they identified their training needs. All staff had a training plan and the service provided annual core training with regular additional training inputs from relevant professionals to enhance their understanding. Formal and informal support for staff was found to be very good and the service used a combination of supervision and team meetings to ensure that staff felt supported.

In the 2016/17 inspecting year the Care Inspectorate is scoping child sexual exploitation (CSE) practice in children and young people's services. This is part of our contribution to 'Scotland's National Action Plan to Tackle Child Sexual Exploitation' and focusses on frameworks of CSE practice, staff understanding and care planning outcomes. Child protection had a high-profile within the service and the provider was currently in the process of integrating the new national guidance on CSE into the local child protection policy. There was a need for the staff to have a training input on CSE (**see recommendation 1**).

What the service could do better

The service is continuing to develop a staff pool to ensure that there is continuity of child care. This is very difficult for such a small service. However, they are continuing to advertise and recruit to all vacant posts.

The service had a leaflet that informs parents of aspects that the service provides. This should be developed further to signpost users of the service to relevant information that is listed in National Care Standards for Childcare Agencies.

All prospective users of the service should have a detailed assessment of their needs and agree with the users of the service how these needs will be met (**see recommendation 2**).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service to raise the awareness of staff's knowledge of child sexual exploitation through training and development sessions.

National Care Standards, Childcare Agencies – Standard 5: Management and Staffing.

2. All families should have detailed assessments of their needs to ensure that the service provided will be able to provide support for those support needs.

National Care Standards, Childcare Agencies - Standard 5: Management and Staffing.

Complaints

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

Inspection and grading history

Date	Type	Gradings
15 Jan 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
14 Jan 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
30 Aug 2012	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
31 Aug 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
15 Dec 2009	Announced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed

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