

## JMT - In Touch Support Service

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Alba Business Park  
Livingston  
EH54 7HG

Telephone: 01506 652 312

Type of inspection: Unannounced  
Inspection completed on: 24 February 2017

**Service provided by:**  
JMT Care Services Ltd

**Service provider number:**  
SP2009010327

**Care service number:**  
CS2010272184

## About the service

JMT - In Touch is registered as a support service without care at home. The service is based in Livingston and support is provided to young adults, in locations which suit their needs, across Scotland.

Conditions of their registration are:

- The service shall be available to young people and young adults aged 16 to 22 years.
- Staff support will be available to service users over a 24 hour period.

The service is available to any young adult previously involved with JMT Care Services, Moore House Care and Education and the Jane Moore Trust and provides a free confidential help, support and advice service to young adults.

The service is provided on an individualised basis, and young adults receive varying levels of support according to their needs and wishes.

The service is currently staffed by the manager and two support workers. JMT - In Touch offices and meeting rooms are based in Livingston, West Lothian. Support workers also linked with young people in Moore House Care and Education school premises.

## What people told us

We spoke with three young people who were receiving support from JMT In Touch. They were very positive about the service they received. Some of their comments included:

- "The service is all right, they help a lot with things like jobs, houses, moving on and future plans."
- "They do listen a lot."
- "There's really nothing I would change, it's quite good really."
- "They definitely do take young people's views into account in their planning."
- "I feel that In Touch are a really good service. I can phone any time."
- "I get support when I need it and this gets arranged when it suits me best."
- "I wouldn't change anything about the service, it does exactly what is needed."
- "I can come back and get more support if I need it."
- "Things we suggest do get put into place."
- "The support is excellent."
- "I think they could introduce a support base in the west with additional staff so that workers were easier to access."
- "It would be nice if workers could come out for no reason, with no task to complete, just to do a welfare check."
- "Workers really do care about me, they go the extra mile and the service is first class."

## Self assessment

The service submitted a self-assessment to us before the inspection. In this they highlighted where they thought they showed good practice in each quality theme, and some areas for improvement.

## From this inspection we graded this service as:

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

## Quality of care and support

### Findings from the inspection

Since our last inspection the system for assessment had been reviewed and now included clear criteria for offering support. This meant that all had a good understanding about what the service could offer, and the circumstances in which the support could be provided. Young people confirmed that they knew what they could expect from the service and gave examples of how the support had helped them. The service now needed to work on developing their recording systems to ensure they were effective and provide any training necessary for staff to become familiar with the system.

Support was arranged flexibly to meet the needs of individual young people. Contact was maintained during periods when less support was needed, and then more support could be arranged as necessary.

Young people were involved in service development. They did this both through giving direct feedback individually and in reviewing policies and practice through the service's Consultation Group. They confirmed that the content of the support provided was agreed with them. This was helped by the very positive relationships that staff built up with the young people, helping them to feel confident in passing on their views and agreeing realistic aims for their support. This included encouraging them to develop personal interests and develop good habits towards healthy living. We discussed ways that the service could continue to help young people stop smoking and strategies they planned for the whole organisation to become tobacco free in future.

### Requirements

Number of requirements: 0

### Recommendations

Number of recommendations: 0

**Grade:** 5 - very good

## Quality of environment

This quality theme was not assessed.

## Quality of staffing

### Findings from the inspection

Staff demonstrated a caring attitude towards the young people, and were clearly committed to their wellbeing. They were motivated towards providing the best service they could.

A programme of staff supervision and appraisal was in place, leading to a staff training plan. The service could extend this to include using feedback from young people and stakeholders in staff supervision and appraisal. Staff confirmed that they felt supported both by the manager and the organisation. They had taken up training to support them in the work they were doing, such as:

- trauma informed practice through Dyadic Developmental Psychotherapy
- child protection training
- self harming
- new psychoactive substances (known formally as legal highs).

The service now needed to rebuild the staff team following recent disruption and continue to develop systems of support, training and overview to ensure there was a consistent approach throughout, including on recording and data protection. They had to developed induction packs to make sure new staff had effective induction.

Staff linked with other services and resources in the local area to find opportunities for the young people in employment, training and activities.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

The manager had put in place an effective system for staff supervision and annual appraisal. There was now a clearer remit established for the service within the wider organisation and the manager made sure that this was shared with the staff and young people. As the age range of young people the service supported had increased,

the service needed to make sure they operated within their conditions of registration with the Care Inspectorate and we gave guidance as to how to go about this. The manager confirmed that this issue would be addressed as soon as possible (**see recommendation**).

We saw that JMT – In Touch service was included in wider developments within the organisation and the manager's input informed plans for development.

Staff were involved in evaluating JMT – In Touch for their Big Lottery Funding review. This helped them become more involved in evaluating the service at a more strategic level. They needed to make sure that the service's aims and objectives were clearly stated and complied with expectations of their funding. They needed to continue to develop structured quality assurance systems, linking these to their development plan, and ensuring consistent high quality throughout the service.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. It is recommended that the service review their aims and objectives and registration, and ensures that the service provided complies with legal requirements.

National Care Standards for Support Services – Standard 2: Management and staffing arrangements.

**Grade:** 4 – good

**What the service has done to meet any requirements we made at or since the last inspection**

## Previous requirements

There are no outstanding requirements.

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

The service should continue to develop the ways through which it gathers feedback from the young adults who use the service, and show how this information is used to make improvements to the service.

National Care Standards for Support Services – Standard 8: Making Choices.

**This recommendation was made on 17 May 2016.**

#### Action taken on previous recommendation

The service had made improvements in this which are discussed in Quality Theme 1.

#### Recommendation 2

The service should further develop its approach to identifying, recording and meeting staff development needs, and for evaluating the impact of training and development opportunities on practice. In order to ensure that all staff have the qualifications they need for registration with the SSSC, the service will need to facilitate them gaining these qualifications.

National Care Standards for Support Services: Standard 2: Management and Staffing Arrangements.

**This recommendation was made on 17 May 2016.**

#### Action taken on previous recommendation

The service now implemented staff supervision and appraisal linked to identifying staff training needs, and had drawn up plans for future staff training.

#### Recommendation 3

In order to ensure good quality throughout the service, it is recommended that the service develop a structured approach to quality assurance, and use this effectively.

National Care Standards for Support Services – Standard 2: Management and Staffing.

**This recommendation was made on 17 May 2016.**

#### Action taken on previous recommendation

We saw that there was now more evidence of quality assurance, which had resulted in improvements to the service. The manager planned to build on these systems and continue to make improvements.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings	
14 Mar 2016	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
30 Jan 2015	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	3 - Adequate
12 Feb 2014	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	2 - Weak
27 Feb 2013	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	4 - Good
25 Nov 2011	Announced (short notice)	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate

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