

Fred Martin Adult Placement Scheme Adult Placement Service

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Type of inspection: Unannounced
Inspection completed on: 29 November 2017

Service provided by:
Quarriers

Service provider number:
SP2003000264

Care service number:
CS2007142998

About the service

The Fred Martin Adult Placement Scheme is run by Quarriers and is registered to provide an adult placement service. It was established to support adults who have a learning disability to live with a family in the community. With offices in Glasgow, the service has adult placements located across the Central belt of Scotland.

The service has grown in size since 2015, when it took over another adult placement scheme. At the time of inspection there were 27 adults in placement, supported by 25 full time adult placement carers. In addition, there were respite carers and carers who provided day supports for people in placement. The adult placement carers were supported by the manager and five project staff.

The project aims to provide individuals with, "continuity of care, opportunity to develop close, meaningful relationships and a sense of belonging. In a family setting an individual's uniqueness and preferences can be more easily recognised".

This service was registered with the Care Inspectorate on 1 April 2011.

What people told us

We spoke with adult placement carers and observed their interactions with the people in placement. From this feedback we noted positive and nurturing relationships based on a family ethos of support. Nobody we spoke with could fault the service provided and were able to describe many positive outcomes for the person as a result of being part of the adult placement scheme. Comments included,

"Been her adult placement carer for 30 years, she is like one of our family"

"We have better insight into knowing the person"

Self assessment

The service did not require to submit a self-assessment for this inspection.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

We found that people in placement benefitted from the trusting, supportive and loving relationships that comes from living in a family network. For instance, we found that people's health needs had improved, personal goals had been achieved and people were living active and meaningful lives.

We were impressed by the skill and commitment of adult placement carers and the support team of workers. Strong lines of communication ensured that the best interests of the person in placement were routinely considered and promoted. Issues of concern were quickly resolved and discussed, involving relevant agencies where necessary.

During a recent adult protection investigation the manager and staff team took appropriate actions to safeguard a person in placement. The adult placement carer confirmed that the family felt well supported as well. In general, people described an open culture where any issues of potential harm would be raised and appropriately addressed.

We could see that people lived fulfilled lives in a family setting and experienced opportunities that they may not otherwise have had the chance to enjoy such as foreign holidays, voluntary work and improved health chances. In most cases, adult placement carers had supported the person for a long number of years. This meant they knew the person well and could pick up on any changes in behaviour or mood.

Support plans were tailored to meet the needs and wishes of the person in placement. Regular meetings, home visits and other lines of communication meant that personal plans were in line with the person's assessed or changing needs and adult placement carers received appropriate support. We could see that the views of adults on placement and adult placement carers were known, recorded and promoted.

Everyone described a well led service as a result of a manager who was professional, accessible and able to resolve problems. Many of the quality assurance systems, such as home visits, carers meetings and those for medication management and financial transactions ensured that people could have confidence in how the service was provided. Vetting procedures were particularly robust which led to suitable and well matched placements.

What the service could do better

We continued to find examples of varying standards of record keeping and noted that support plans could be used in a more productive way to measure people's outcomes. This was not an issue of direct support but about record keeping procedures and quality assurance processes (See Recommendation 1).

Access to wider training opportunities for some adult placement carers had been limited this year. It was expected that the recent long awaited registration of carers into the organisation's IT and e-learning course system will lead to better training opportunities going forward. We continue to see training as an area for improvement and will look at progress with the new training opportunities at the next inspection.

Gathering the views of all stakeholders, including external agencies to inform improvement plans was another area for improvement.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Regular and robust file audits should be undertaken to ensure that accountable record keeping fully underpins and promotes the high quality care and support that people in placement receive in practice.

NCS 5 Adult Placement Service - Management and Staffing Arrangements

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	
7 Oct 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
26 Oct 2015	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
8 Oct 2014	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
21 Feb 2014	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Dec 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	5 - Very good 4 - Good
16 Nov 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 4 - Good
13 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good Not assessed
8 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 6 - Excellent
9 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good

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