Supported Lodgings Scheme
Adult Placement Service

Family Placement Team
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Dumfries
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Telephone: 01387 262612

Type of inspection: Unannounced
Inspection completed on: 22 March 2018

Service provided by:
Dumfries & Galloway Council

Service provider number:
SP2003003501

Care service number:
CS2007160675

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com. The Supported Lodgings Scheme was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. Registration is as an adult placement service.

The service is provided by Dumfries and Galloway Council's Department for Children, Young People and Lifelong Learning and available across the whole council area. It was originally set up as part of the work of the council's leaving care team in 2004 but, since 2015, has been integral to the work of the family placement team.

The Supported Lodgings Scheme provides alternative accommodation options for young people leaving care who are not ready to move to independent accommodation. The scheme also manages the joint registration of foster care/supportive landlords, to enable young people who have been looked after and accommodated to remain with and be supported by their carers after they are 18.

The scheme offers a transitional service providing support and guidance in a domestic setting for young people to enable them to develop living skills to equip them for independent living.

Supported lodgings are provided by people in the community who are willing to offer young people accommodation in their own home and to provide them with varying degrees of support. At the time of this inspection, the majority of the council's supported lodgings providers were also foster carers and the majority of the people they supported had originally been placed as children.

Due to the long-term absence of the registered manager there was currently an acting manager.

What people told us

Supported lodgings providers, whom we spoke to, were very positive about the young adults who had been placed with them. Most of them told us that the people they support had previously been fostered with them. This meant that they were very settled and enjoying the continuity of care and support that the supported lodging scheme offers. Providers expressed mixed views about the level of support provided to them and the people they support by staff from the council's department for children, young people and lifelong learning. Comments include that this was fine, good, very good, not enough and 'I know who to ring if I need to.' Comments include perception of 'how busy everyone is' and that the department is 'short-staffed'.

Self assessment

The Care Inspectorate did not request providers to provide a self-assessment this year.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

The service had helped to ensure continuing care and support for young people, most of whom had remained with the family with whom they had previously been fostered. This had provided a secure home-base and enabled them to continue and succeed with education and/or employment in a place where they felt settled.

Members of the council's family placement team had maintained good contact with supported lodgings providers and the council's leaving care team maintained contact with the young people themselves. Members of both teams maintained close links and sometimes made joint visits. This helped to ensure an integrated approach.

Some providers felt they would benefit from more information and support focussed on the differences involved in supporting an 'adult' as opposed to a 'minor.' This was especially felt where a young person had been reluctant to engage with their social worker. See recommendation 1.

Family placement team members had maintained records of all contacts, which included observations and highlighted outcomes for the young people supported by the scheme. This included evidence of positive outcomes in regard to education, training and employment. It also recorded progress in regard to continuing work to achieve the goals identified in young people's Leaving Care Pathways, e.g. independence and social skills and relationships. Leaving Care Pathways that we saw were all overdue for review and needed to be updated to ensure they reflect progress and address currently assessed support needs. See recommendation 2.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The Supported Lodgings Scheme should develop and provide a range of information and support for supported lodgings providers which helps them to support young people to transition to adulthood and prepare for their move to independent living.

National Care Standards, Adult Placement Services - Standard 17: Moving on.

2. Family placement team members responsible for young people in supported lodgings should work closely with leaving care team members to ensure that each person supported by the service has an up-to-date Leaving Care Pathway.

National Care Standards, Adult Placement Services - Standard 6.3: Support arrangements.

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The Supported Lodgings Scheme is managed as an integral part of the council's family placement team. As such, it is a centralised service under the children, young people and lifelong learning directorate. This helps to ensure effective professional networks are maintained for the benefit of young people.

The service has its own set of policies and procedures which set out how it intends to recruit and support supported lodgings providers to support the young people who live with them. These policies were under review and staff we spoke to recognised the need for them to address, more robustly, the needs of young people preparing for independence. Staff also enthused concerning the service's potential to become more intentionally adult-focused in order to ensure young people are ready to move on at a time that is right for them. See recommendation 1.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Managers and staff should be intentionally adult-focused in the support provided to supported lodgings providers, e.g. through support groups, training and development. This is in order to increase their knowledge and confidence to support young people to prepare for their next move.

National Care Standards, Adult Placement Services - Standards 5.5, 6 and 7: 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

Requirement 1

The service provider must ensure that its electronic self-assessment for the service is completed on time when requested and submitted to the Care Inspectorate.

This requirement is made in order that the service ensures that all information requested by the Care Inspectorate under the terms of Section 77 of the Public Services Reform (Scotland) Act 2010 and The Social Care and Social Work Improvement Scotland (Registration) Regulations, 2011 (SSI 2011/29) a requirement to notify Social Care and Social Work Improvement Scotland (The Care Inspectorate) in an annual return of matters specified by them.

Timescale: The self-assessment return for year ended 31 December 2017.

This requirement was made on 3 April 2017.

Action taken on previous requirement
A self-evaluation was submitted immediately following the last inspection. We have not requested one subsequently but the service did submit its annual return on time.

Met - within timescales

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

Previous recommendations

Recommendation 1

The service provider should ensure that support plans are to SMART principles and avoid the use of "ongoing" as a time scale.

National Care Standards, Adult Placement Services - Standard 6: Support arrangements.

This recommendation was made on 3 April 2017.

Action taken on previous recommendation
Plans that we saw were mostly specific and measurable with clearly stated timescales for action. Our recommendation had been met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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	
17 Jan 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
18 Nov 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 3 - Adequate
29 Sep 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 3 - Adequate
3 Oct 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
15 Sep 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
15 Dec 2010	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 3 - Adequate
12 Jan 2010	Announced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 2 - Weak 2 - Weak

Date	Type	Gradings	
28 Jan 2009	Announced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 1 - Unsatisfactory 2 - Weak

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