

## Community Support Network - Kintyre Network Centre Support Service

Kintyre Network Centre  
Hazelburn Business Park  
Campbeltown  
PA28 6HA

Telephone: 01586 559020

Type of inspection: Unannounced  
Inspection completed on: 23 March 2018

**Service provided by:**  
Argyll and Bute Council

**Service provider number:**  
SP2003003373

**Care service number:**  
CS2004079237

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

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

Community Support Network - Kintyre Network Centre provides a support service to children with disabilities. The service operates from a base, Kintyre Network Centre, Campbeltown and is available to people throughout mid Argyll and Kintyre. Children and young people attend the base for activities and access local community resources.

The aims of the service include:

"To provide realistic support to families with a child with or affected by disability".

"To offer children with or affected by disability to whom Community Support Network provides services with a wide range of leisure activities and social opportunities".

"To support children with or affected by disability as fully as possible to take part in the widest range of social and leisure opportunities which are open to all children of the same age and stage".

"To listen to and encourage contributions from families and children".

The service provided to children with or affected by disability include one to one support and group activities.

## What people told us

We spent time in the company of two young people accessing the service. For those who were able to communicate their views, we were told that they enjoyed coming to the service, in particular when they were able to play computer games. Young people showed us what games they preferred and spoke in some detail about what they liked best.

For other young people whose verbal communication was impaired, we spent time with them playing their favourite games and observed their pleasure in letting us know how we should take part. Those young people appeared relaxed in the service and when they needed support, they made their needs known to staff.

## Self assessment

The provider was not required to submit a self assessment document for this inspecting 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	3 - Adequate

## What the service does well

During this inspection, we considered the quality themes relating to Care and Support and Management and Leadership. Further to spending time in the service, interacting with young people and finding out more about how they were supported, we awarded the service a grade of good for care and support, with management and leadership achieving a grade of adequate.

We found that the service continued to provide good support for young people and their families. There were many examples of positive experiences and outcomes, delivered through well planned and carefully assessed activities. It was clear that staff working at the service had built upon their knowledge of young people and this meant that opportunities remained varied and stimulating.

We spoke with staff during the inspection visit and we discussed how they had been involved in the referral process, prior to young people accessing the service for the first time. Opportunities to meet with parents/carers provided helpful information to support the assessment of how the service would encourage young people to participate and engage in activities. This was further supported by the efforts of staff to ensure that safe and adequate staffing levels were achieved for each visit. We noted that key staff had taken on the responsibility for providing the staff rota and this task, additional to their regular duties, had provided the young people and their families with consistent support over the past year.

To further evidence key strengths within the service, we found that when reviewing the number of accidents and incidents, that there had been no significant issues arising for young people. We believed that this was testament to the well developed relationships between young people and staff and to endorse this view, we observed good humoured, warm interactions with young people, who routinely attended the service.

When reviewing outcomes for young people, we noted that the service worked creatively to support young people's growth and development. For example, where previously some young people may have experienced difficulty in understanding where the correct facilities were for people of their gender, the service had created posters to direct young people to the appropriate resource. Similarly, where young people's communication was impaired, the service had advocated for technology to be updated, to allow young people to express their views about how the service could better meet their needs.

Further examples of positive progress for young people included those who were now more willing to approach staff to discuss their feelings and to be more accepting of guidance from those with whom they have trusting relationships. We also spoke with staff who told us that where young people displayed obsessive type behaviours, that they had implemented time limited opportunities to participate in their chosen activity, but were then encouraged to try something new or spend time with their peers. By being thoughtful about the needs of young people and how these could be best supported, the service demonstrated the value of the resource to families, who were appreciative of the opportunities for their child and the respite afforded them and them and their families.

While reviewing the quality theme relating to management and leadership, we found that the registered manager for the service had been predominantly based elsewhere. Although there was adequate contact with staff and a degree of oversight of service developments, we recognised that staff working in the service had adopted a range of management tasks. Staff rotas, contact with families, liaising with colleagues in social work and education, had become part of their daily remit. Whilst we were satisfied that staff had prioritised the needs of young people, we comment more about the need for an improved management structure, under areas for improvement in this report.

## What the service could do better

# Inspection report

It was clear that since the previous manager left the service, that interim arrangements had been limited. Although we considered that outcomes for young people remained good, we felt that support for staff required a more immediate response. We discussed this with the registered manager, who was also the Locality Manager for Children and Families Social Work. He agreed to review current practices and implement the following:

- to make a suitable appointment of a manager as soon as possible.
- to arrange risk assessment training for key staff, to support on going work in the service.
- to create protected time for key staff with daily operational responsibilities.
- to prioritise a service development plan as soon as is practicable.

By progressing these key areas for improvement, we believe the service for young people will be further enhanced.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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).

## Inspection and grading history

Date	Type	Gradings
21 Mar 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
29 Mar 2016	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings	
26 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
5 Nov 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
18 Oct 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
14 Jan 2011	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
15 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
16 Jul 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 3 - Adequate

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