

Lothian Supported Carers Scheme Adult Placement Service

Birch House
10 Bankhead Crossway South
Edinburgh
EH11 4EP

Telephone: 0131 453 8420

Type of inspection: Unannounced
Inspection completed on: 19 March 2018

Service provided by:
Barnardo's 'known as' Barnardo's
Scotland

Service provider number:
SP2003003405

Care service number:
CS2009230336

About the service

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

Lothian Supported Carers Scheme is an adult placement service and is registered to provide an adult placement service to young people over the age of 16 years within individual family homes, with a focus on young people who have previously lived in the care system and require support to more independent living. The service is a consortium project between Barnardo's Scotland and the City of Edinburgh Council, West Lothian Council, East Lothian Council and Midlothian Council and is directly funded by Barnardo's Scotland.

At the time of the inspection, the service had one active carer and no young people in placement.

The aims and objectives of the service are:

"To provide quality supported carer placements for vulnerable young care leavers in order to improve their transition from being "looked after" to living within the community, allow a secure and supportive home environment and assist them in developing the practical skills and emotional resilience to live more independently".

What people told us

We tried to contact the one active carer during the inspection, however we were unsuccessful in that contact.

We sent out Care Standard Questionnaires, however as there were no young people in placement we did not receive any completed questionnaires.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We discussed their own improvement plans and quality assurance systems which identified their priorities for development and how they were monitoring of the quality of the provision within the service.

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	5 - Very Good

What the service does well

The support worker had a thorough knowledge and understanding of his role and that of the carer. He had provided consistency to the service in delivering support to carers over time and was very committed to the service.

Established systems were in place to carry out assessments and vetting of carers to ensure they were suitable and understood what was expected of them.

Risk assessment processes supported carers to identify strategies to be used to feel confident in managing and mitigating risk. The identified strategies helped carers to support young people to make safe choices.

Support plans evidenced high quality relationships between the support worker and the carer and highlighted ways in which the support worker had kept the carer engaged with working with the young people.

Lothian Supported Carers Service was part of a wider through care and after care resource as part of a national group including targeting homelessness and unaccompanied minors. This ensured that they were up to date with current best practice and guidance.

The continued positive relationship with placing authorities ensured that the service was available for referral of young people.

The service operated an adolescent carers group and had plans to resurrect a carers' forum in the future in order to provide peer support for carers and an opportunity to attend training.

The service action plan identified strategies to progress the service including recruitment of a previous carer on the panel to provide a service user view.

The service worked very well with other agencies to further support carers and young people.

The enthusiastic management team had a vision for raising the profile and expanding the service.

Robust management systems were used to monitor quality within the service, for example fit person checks for carers and professional registration of staff. Staff received regular supervision from their line manager and worked within service guidelines and procedures to support carers and young people. Joint visits and individual visits to carers ensured that managers had direct contact with carers to get their views and provide a point of contact.

What the service could do better

At the time of the inspection the service did not have an active panel to review current carers or sanction prospective carers' applications. If the service is to move forward it is important that establishment of the assessment panel takes priority.

Having cut the out of hours service, the service needs to identify where carers can access out of hours support.

There had been significant changes to the management of the service and a reduction in the recruitment and retainment of carers. The new management team now need to carry forward the plan of action to provide stability to the service and make decisions about how the service can expand and flourish. (**see Recommendation 1**)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Barnardo's managers should carry forward their action plan to provide stability to the service and clear commitment to carers and support workers.

National Care Standards - Adult placements services - 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
31 Mar 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
1 Oct 2015	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
24 Jun 2014	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
21 Aug 2013	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
12 Sep 2012	Announced (short notice)	Care and support 5 - Very good Environment Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	5 - Very good 5 - Very good
13 Mar 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.