

Renfrewshire Council Through Care Team Housing Support Service

10 St. James Street
Paisley
PA3 2HT

Telephone: 0141 618 4531

Type of inspection: Unannounced
Inspection completed on: 21 May 2018

Service provided by:
Renfrewshire Council

Service provider number:
SP2003003388

Care service number:
CS2005101044

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

Renfrewshire Council Through Care Team provides housing support to vulnerable young people in the Renfrewshire area. Accommodation and support is provided in two locations.

Charleston Square is a purpose-built supported housing development in Paisley offering 10 self-contained flats. One flat offers short-term respite accommodation for young people living with supported carers. The service is staffed 24 hours per day.

The service also has seven young people being supported in satellite flats situated in a range of locations in Renfrewshire. Young people living in the satellite flats are supported on an outreach basis where staff meet young people in the community.

The service had recently gone through a restructuring process where the outreach team was operating from 10 St James Street, Paisley.

At the time of our inspection there were 17 young people being supported across both services.

What people told us

We spoke with five young people as part of our inspection. Most were satisfied with the quality of support with all young people advising staff were approachable and easy to talk to. We received some less positive feedback with one young person stating there was a significant drop in support when first moving into his own tenancy. Another young person said they would like more activities and another young person told us there was no care planning.

Below are some of the comments we received:

"I like the flat and staff are alright".

"There's no care planning here".

"They (staff) always take an interest in you".

"I've been happy with the support".

"It would be good to have more support at the beginning".

Self assessment

Not requested at this inspection.

From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

We graded the quality of care and support weak at this inspection. Although we identified some strengths, these were compromised by significant weaknesses which were impacting on people's experiences and outcomes.

We thought a key strength was how the service worked in partnership with health professionals to ensure staff and young people were knowledgeable around health issues. This included health professionals visiting the service and staff proactive in seeking specialist advice when required.

Through Renfrewshire Council's Champion's Board young people had opportunities to participate in strategic planning and it was pleasing to see an example of this. At a service level, however, we found insufficient levels of participation particularly in relation to service development and individual care planning.

(See recommendation 1)

A significant weakness was the absence of care planning which had limited outcome focussed work with young people. It was disappointing to find young people not progressing in key areas of their life. One staff member told us "young people just seem to down tools when they come here".

For some of the young people tracked, we saw disengagement from protective factors such as employment or college. Staff told us this was a trend and we concluded that insufficient staffing levels and the absence of care planning was significantly impacting on outcomes for young people.

(See requirement 1)

Staff and management told us reduced staffing levels were impacting on outcomes for young people. We saw that Charleston Square was often staffed by one support worker. One staff member told us "you're stuck in the office, so can't work in flats or community". Another said "At times we struggle to offer any support, it's like being glorified door keeper".

Previously looked after and accommodated, many of the young people at Charleston Square presented with a range of complex needs. At our inspection we found ambiguity in the aims and objectives of the service and disparity in terms of the needs of young people and the resources available. Support and staffing levels must be informed by an ongoing assessment of the needs of residents.

(See requirement 2)

There was no evidence of risk planning or assessment being undertaken at the service. For one young person we requested immediate action to ensure plans were in place to reduce risk and promote their safety. The limitations in risk assessment at the service were extremely concerning representing a significant weakness.

(See requirement 3)

We concluded the service could improve how it supported and engaged young people in activities. It was pleasing to see efforts made to have residents meetings, group meals and activities such as yoga and summer barbeques. However, we thought more could be done to establish these as frequent events and engage young people more generally in positive activities.

Requirements

Number of requirements: 3

1. Renfrewshire Council must, after consultation with each service user and within 28 days of the date which the service user first received the service, prepare a written plan which sets out how the service user's health, welfare and safety needs are to be met.

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 5.-(1)

This is to ensure care and support is consistent with the Health and Social Care Standards which state 'My future care and support needs are anticipated as part of my assessment' (HSCS 1.14) and 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices. (HSCS 1.15)

2. Renfrewshire Council must ensure that Charleston Square is staffed sufficiently to meet the needs of young people. Staffing levels must be informed by an ongoing assessment of need and the levels of support required for young people.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'my needs are met by the right number of people' (HSCS 3.14)

3. Where necessary to ensure the safety of young people, Renfrewshire Council must ensure risks assessments are completed in partnership with all stakeholders. These plans must show an analysis of risk and clear plans to promote the safety of young people.

This is to ensure care and support is consistent with the Health and Social Care Standards which state 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event. (HSCS4.14)

Recommendations

Number of recommendations: 1

1. In partnership with young people, methods to involve young people in assessing and planning their care should be reviewed. This should include how feedback is used to improve the standard of care at the service.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change'. (HSCS 1.12) and 'I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve'. (HSCS 4.8)

Grade: 2 - weak

Quality of staffing

Findings from the inspection

We graded the quality of staffing weak at this inspection. We did identify some strengths, particularly in support workers ability to engage with young people effectively. Based on our observations and feedback we thought relationships with young people were sufficiently stable and positive.

We were also impressed with staff's knowledge of young people particularly at the outreach service. We found staff confidently offering support and using external supports when required to meet the needs of young people. It was pleasing to see one young person involved in the recruitment process for staff.

It was disappointing to find low morale at the service with staff feeling unable to support young people appropriately at times. One staff member told us "we used to do care plans but this fell away with no staff ". One external professional told us it was difficult working in partnership with support staff at Charleston Square due to their limited availability.

We saw inadequate levels of case recording for young people residing at Charleston Square and concluded this should be reviewed. Daily recording of young people's wellbeing and recording of key work sessions should be implemented.

(See recommendation 1)

Staff told us they had not had training for a significant period of time citing the impact of staff shortages on their development. One staff member told us "I've not had any training since I started" whilst another told us "training, we don't really get any just now".

We concluded not all staff felt confident in mental health first aid some of whom were lone working in Charleston Square. We concluded a review of staff training needs is required to ensure young people always get the emotional and practical support they need.

(See recommendation 2)

It was pleasing to see staff at the outreach service benefitting from sufficient levels of supervision. Recorded supervision was limited across all levels of staff at Charleston Square and not in accordance with Renfrewshire Council's policy.

(See recommendation 3)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. Staff must keep clear, accurate and up-to-date records in relation to their ongoing work with young people. The registered manager must ensure effective recording systems are in place and that staff are confident in using these.

This is to ensure care and support is consistent with the Health and Social Care Standards which state 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. (NHCS 3.14)

2. Renfrewshire Council should review staff training needs across the service. Staff must have time to develop knowledge, learn new skills and reflect on their practice.

This is to ensure care and support is consistent with the Health and Social Care Standards which state 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. (NHCS 3.14)

3. All staff and management at Charleston Square should adhere to Renfrewshire Council's policy on supervision.

This is to ensure care and support is consistent with the Health and Social Care Standards which state 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. (NHCS 3.14)

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

We graded management and leadership weak. At the time of our inspection the registered manager was absent although the concerns highlighted in this report were a direct result of poor leadership over a significant period of time.

We were concerned to find insufficient quality assurance processes to support improvement at the service. This was particularly disappointing when viewed in the context of some poor outcomes and practice highlighted throughout this report.

(See requirement 1)

We were concerned about the service's response following some serious incidents. We saw no reports, records of staff de-briefs, risk planning or reflective learning for staff. A review of how the service responds to incidents must take place to ensure a safe environment for young people.

(See requirement 2)

Incidents had not been notified to the Care Inspectorate in accordance with regulatory requirements. Guidance on the details of notifiable incidents can be found in 'Records that all registered services (except childminding) must keep and guidance on notification reporting.' on www.careinspectorate.com.

(See requirement 3)

We found confusion from managers and staff in relation to roles and responsibilities particularly in relation to care planning. We thought a clear set of aims and objectives for the service was required to bring clarity to staff and external professionals.

(See recommendation 1)

In consultation with young people, information provided to new residents should be updated and the format improved. This should be accessible to young people and include information on care planning, reviews and participation.

(See recommendation 2)

Staff and external professionals told us leadership was lacking across the service. Several external professionals told us about the difficulties working with the service in terms of agreeing the levels of support required for vulnerable young people. We concluded that a culture change is required to offer needs-led and nurturing support to young people.

Although a service improvement plan had been developed for the service, we spoke to several staff, including a manager who was not aware of it. To support the improvements identified in this report, a robust action plan, including timescales and persons responsible must be implemented.

(See requirement 4)

Requirements

Number of requirements: 4

1. The provider must implement robust quality assurance practice and systems that result in improved outcomes for young people.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'. (HSCS 4.19)

2. The provider should ensure that all required notifications are made to the Care Inspectorate.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'I benefit from different organisations working together and sharing information about me promptly'. (HSCS 4.18)

and

Records that all registered care services (except childminding) must keep and guidance on notification reporting. Care Inspectorate Publication code: OPS-0212-119. Amended version 1 April 2015.

3. Following incidents at the service, Renfrewshire Council must ensure systems to support learning and safe care are in place and being used by all staff.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'My care and support is provided in a planned and safe way, including if there is an emergency or unplanned event'. (HSCS 4.14)

4. Renfrewshire Council must produce an action plan to address the recommendations and requirements in this report. All staff should be aware of the plan and working towards the agreed outcomes.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'. (HSCS 4.19)

Recommendations

Number of recommendations: 2

1. Renfrewshire Council should develop and update their service aims and objectives. This should include how young people are supported through a clear care planning framework.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'If I am supported and cared for by a team or more than one organisation, this is well co-ordinated so that I experience consistency and continuity' (HSCS 4.17)

2. In consultation with young people, the service should improve and develop a new information booklet for residents. Young people's rights in relation to care planning and participation must be included.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership'. (HSCS 4.7)

Grade: 2 - weak

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

There are no outstanding recommendations.

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
20 Jan 2016	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>
4 Jun 2013	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>
31 Oct 2011	Unannounced	<div>Care and support</div> <div>6 - Excellent</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>5 - Very good</div>

Date	Type	Gradings	
10 Mar 2010	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good Not assessed
25 Feb 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good

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