

# Soldiers, Sailors, Airmen and Families Association - Forces Help Adoption Service

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Telephone: 0207 4038783

**Type of inspection:**

Announced

**Completed on:**

21 June 2018

**Service provided by:**

Soldiers' Sailors' and Airmen's Families  
Association - Forces Help

**Service provider number:**

SP2004007048

**Service no:**

CS2004085396

## About the service

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

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

Soldiers, Sailors, Airmen and Families Association (SSAFA) is a military charity who offers a wide range of support and services to the armed forces and their families. As part of their services SSAFA offer an adoption service and are registered with the Care Inspectorate as an adoption agency. The agency offers their services nationally across the United Kingdom.

At the current time there are no service users in Scotland. However, the service stressed their desire to remain registered with the Care Inspectorate should this change.

## What people told us

The service has no active service users at present.

## Self assessment

We did not request a self-assessment in this inspection year.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

## What the service does well

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Staff at SSAFA assess and approve all of their prospective adopters through English approval systems. Therefore the Care Inspectorate only look at the post adoption support aspect of the service provided to families who live in Scotland when we inspect.

Currently the service has no families in Scotland who they are providing post adoption support to. As such, we can only assess the service based on their policies and procedures, which are currently being reviewed and updated. This type of inspection does not give us an idea of what the outcomes may be for any person using the service. Therefore, we gave a standard grade of adequate across all aspects of the service until such times as we are able to inspect the service outcomes.

## What the service could do better

Not applicable.

## 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
20 Aug 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership 3 - Adequate Not assessed 3 - Adequate 3 - Adequate
20 Mar 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
8 Apr 2014	Announced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
31 Mar 2012	Announced (short notice)	Care and support Environment Staffing Not assessed Not assessed 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
17 Mar 2011	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
30 Mar 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
21 May 2009	Announced (short notice)	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	3 - Adequate

## 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](http://www.careinspectorate.com)

## Contact us

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

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