

Catch Scotland Ltd Housing Support Service

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Type of inspection:
Unannounced

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Service provided by:
Catch Scotland Ltd

Service provider number:
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Service no:
CS2010274138

About the service

Catch Scotland offer intensive support to young people aged between 16 and 20. The service has recently requested increasing the upper age limit to 26, in line with new continuing care legislation. Referrals are received from local authorities and young people are supported to live in a temporary tenancy where they are supported to develop independence skills, before moving onto a permanent tenancy when ready to do so. Some of the young people supported receive 24 hours a day support, with staff members living with them on a shift basis within their tenancy, with this support gradually being reduced once young people develop their independence skills. At the time of inspection, the service was supporting seven young people.

Catch Scotland registered with the Care Commission on 10 March 2011. They transferred their registration to the Care Inspectorate on 1 April 2011. Their office base is in Paisley but they work with local authorities from across Scotland.

What people told us

During inspection we spoke with five young people who were either current users of the service or had formerly been supported by them. Feedback from them all was very positive, with a common theme being the positive relationships that existed with staff. All of the young people we spoke with also advised they felt well supported to develop their independence and make their own decisions. Comments included :

"It's alright".

"They're brilliant, I'd recommend it to anyone".

"It's different, but a good different".

"If it wasn't for CATCH, I don't know where I'd be, probably in a hostel somewhere, now I've got my own flat and doing well at college".

We also spoke with a significant adult for one of the young people. They advised that she had been very impressed by how CATCH tailored their approach to each individual young persons' needs.

Self assessment

The service had not been asked to complete a self assessment prior to the inspection. We looked at their own improvement plan and quality assurance paperwork in order to assess how they monitored service provision.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

At the last inspection, the following recommendation was made.

The service should ensure that support plans for young people are clear, with good referral information, an initial assessment of a young person's needs and recorded reviews of the support plan.

We found this recommendation had been met. Personal support plans were in place for all young people. This included addressing emotional, social and employment needs, and this holistic approach was very beneficial in supporting young people to make progress in all areas of their lives. As part of the support plans, young people were encouraged to evaluate their own strengths, areas for development and progress, meaning they were involved in directing their own plan. Since the last inspection, monthly summaries had been introduced, which helped provide concise information on progress and any challenges for young people.

The service placed a great emphasis on developing positive relationships with young people, and this was evident in our observations of interactions during inspection. We heard of a number of occasions where staff had "gone the extra mile" to support young people, and this had served to cement these relationships. In addition, young people were supported to make their own decisions and therefore develop their independence skills, but within this approach, risk was still managed very well. We saw excellent examples where young people in crisis were responded to promptly and proportionately, with the effect of helping them to manage their own risk.

A factor in improving risk management has been the introduction of a new I.T. system, "basecamp", which allowed for workers to securely send instant updates to their colleagues, thus improving communication greatly.

The service worked with a number of young people who have experienced trauma and all staff we spoke with had a good understanding of this, and many had undergone training on trauma informed care. Since the last inspection, a mental health consultant has been employed by the service, to offer therapeutic intervention for young people as well as support to staff in how to address complex crisis situations. This initiative occurred as the service recognised a deficit at times in how mental health services would support young people, where they were often discharged from therapeutic intervention too early. The service's decision to respond to this gap by employing a consultant was in our opinion an example of innovative and sector leading practice. We saw very good examples of how the input from the consultant had enhanced the work of the service and improved outcomes for young people, such as reductions in risk taking behaviour and improved mental wellbeing.

We saw other examples of young people achieving excellent outcomes, including securing college placements or apprenticeships and achieving within this environment. One young person we spoke with had been supported to further their football career, and we saw other instances of young people being supported to pursue positive interests.

We noted that there was very good pre-placement planning of the services' work where possible, and they had carried out regular visits to young people so they got to know them before they started working with the service. Conversely, we also spoke with one social worker who advised the service were very responsive when a young person was in need of an emergency placement, and arranged accommodation and support for them very quickly.

We found that the service had a strong commitment to quality training for staff, and there was a very good induction for staff joining the service. There was a good recording system in place to ensure all staff had attended relevant training. Team meeting minutes were clear, and we saw evidence of good developmental discussions within these meetings, for instance about intervention with young people and professional boundaries.

Supervision of staff was very regular and notes were comprehensive, with clear action points.

All staff we spoke with advised they felt very well supported by the management team, who they stated they could approach if they had any concerns or issues, with a manager on call 24 hours a day. Staff further stated that they felt a learning culture had been created within the organisation.

There is a good mix of different backgrounds and knowledge bases at management level, and this helps them to provide a high level of mutual support to each other, as well as allowing them to provide a good degree of critical enquiry to any practice dilemmas, which had led to a greater likelihood of getting support and decisions right for young people.

One of the directors of the service is a psychologist who recently carried out an evaluation of the work that they do. This was very comprehensive and included feedback from all stakeholders, and made recommendations about further developments and improvements.

What the service could do better

We felt that some of the case files for young people were quite cumbersome, and they could be streamlined to make them easier to read and give a clearer picture of a young persons' journey during their time with CATCH. The management team agreed with this observation and advised this was an area for improvement which they had already identified.

While we found that staff had very good knowledge of young people and individual risks, we felt the risk management paperwork could be improved in order to support staff. However, we felt this had not constrained the performance of the service, as risk had still been managed proportionately and young people kept as safe as possible as a result. The service advised they would improve this paperwork.

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.

Inspection and grading history

Date	Type	Gradings
15 Sep 2017	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good Not assessed
17 Aug 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
16 Jun 2015	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
8 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 4 - Good 4 - Good
10 Jan 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 4 - Good
20 Dec 2012	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 4 - Good 4 - Good
22 Mar 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 4 - Good 4 - Good

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