

CALA Family Support Service Housing Support Service

Highland Council
Kintail House
Beechwood Park
Inverness
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Telephone: 01463 703033

Type of inspection:

Unannounced

Completed on:

4 March 2019

Service provided by:

Care and Learning Alliance

Service provider number:

SP2007009102

Service no:

CS2009232342

About the service

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

CALA Family Support is operated by Care and Learning Alliance (CALA), a registered charity providing early education and support services to children and families across the Highlands. The service operates from a base in Inverness and offers practical support and advice to families with young children through parent and toddler groups and home visits. The service offers a flexible home visiting service, support in developing social networks and peer support and guidance and support with parenting. The service employs a number of coordinators and volunteers, who work directly with families and professionals from other agencies, to enhance the experience of families who need some support.

The service aims to value the uniqueness of each individual family and to help to build on their capacity to become independent and confident contributors to their local community.

What people told us

People using the service said they were very happy with the support they received. Comments noted included the following:

- 'I get great support.'
- 'I don't know where I would have been without this support.'

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	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We found at this inspection that CALA Family Support service continued to provided a very good service to the families they supported.

Before joining the service a full assessment was carried out. A home visit was made and this ensured that staff had first hand knowledge about what the service could provide. Initial assessments were detailed and we saw that service users had been fully involved. For example, service users identified what service they needed.

Service users received useful information during this initial assessment period. For example, a Welcome Booklet. Staff informed service users about the policies and procedures that were in place. For example, child protection and how to make a complaint.

There was a very informative website and this signposted service users to other agencies that may assist.

Once agreement was reached this was formalised and a support plan of care drawn up. We looked at a random selection of support plans and we found that service users had been involved when these were completed. The needs and wishes of families were incorporated into the support plans. The content of the support plan was detailed and support plans were reviewed on a regular basis. (We have identified this as an area for improvement).

There were risk assessments in place and this included both environmental and potential risk from others.

Staff were skilled and experienced and training was carried out to include child protection and first aid. Staff worked hard to support families and were highly thought of. 'They are so lovely and caring', 'They made a huge difference to my life', 'They helped me during tough times and dark days' and 'They were a God send to me.'

When we spoke with staff we were told that over the past year there had been changes to the service and this had been challenging for them.

All in all, we found that this service was operating to a very good standard providing very good support to service users.

What the service could do better

Support plans could be a bit more detailed in relation to the support carried out with families. For example, broken down into a more task centered approach to detail goals to be achieved and any barriers in the way.

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.

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.

Inspection and grading history

Date	Type	Gradings	
28 Aug 2015	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
25 Sep 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Jan 2013	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
13 Mar 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate

Date	Type	Gradings	
		Management and leadership	Not assessed

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