

Care service inspection report

Barnardo's Caern Project Support at Home Service - Care at Home

Support Service Care at Home

Caern House
Gogarbank
Edinburgh
EH12 9BZ

Inspected by: Iain Lamb

Type of inspection: Unannounced

Inspection completed on: 21 November 2013



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Service provided by:

Barnardo's 'known as' Barnardo's Scotland

Service provider number:

SP2003003405

Care service number:

CS2010270669

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

The service provides agreed packages of care to families who require support to manage difficult situations and challenging behaviour.

What the service could do better

The service should look at how it provides records of its work to the families who use it.

The method of assessing the safety of staff should be reviewed.

An evaluation of the work of the service should be carried out.

What the service has done since the last inspection

Since the last inspection, the service has continued to provide individualised support to families. It has developed the skills of its staff and enabled them to work closely with other agencies.

Conclusion

The service continues to provide a highly valued service to families of children and young people who struggle to understand and cope with complex needs and challenging behaviour.

Who did this inspection

Iain Lamb

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate. The history of grades which services have been awarded is available on our website. You can find the most up-to-date grades for this service by visiting our website, by calling us on 0845 600 9527 or visiting one of our offices.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

The Barnardo's Caern Project Support at Home Service (also known as the Barnardo's Intensive Behaviour Support Service and referred to as BIBS) was registered as a Care at Home service with the Care Commission in March 2011. It was set up to accept referrals from City of Edinburgh Social Services of families who were having difficulty in coping with the day to day management of the behaviour of a child or young person affected by a learning disability. Since its registration, further funding has been secured to allow referrals to be accepted from families whose child is affected by autism.

The aim of the service is to enable parents and carers to improve their confidence, skills and resilience and to support them to manage their child's behaviour in a positive way.

In order to achieve this, the staff team set out to observe and assess behaviour management and coping skills within the family home. Following this and the completion of a family self-assessment, a planned, agreed program of support and assistance is put in place, targeting specific times of day and routines which are problematic.

Support is direct and hands-on with the emphasis on parents and carers developing a clear understanding of the causes of certain behaviours and the acquisition of skills and strategies to positively manage them.

Planned work is intended to be time-limited and focused. It is also seen as a part of any overall support plan involving other agencies and professionals.

The service is based at Caern House at Gogarbank which is a Barnardo's residential respite service for children affected by a disability. At the time of the inspection, the service had temporarily relocated to Portobello along with the residential respite service.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We completed this report following an unannounced inspection. The inspection was carried out by Iain Lamb, an Inspector from the Care Inspectorate between 6 November and 18 November 2013. Feedback was provided to the manager on 21 November 2013.

In this inspection, we gathered evidence from various sources, including: the relevant sections of policies, procedures, records and other documents. These included:

- evidence from the service's most recent self assessment
- action plans for specific families
- records of support sessions
- minutes of reviews and other meetings
- questionnaires returned to us from families who used the service
- questionnaires issued by the service and returned to the service.

The service's external manager was consulted and three members of staff were interviewed.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects

of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The self assessment was completed but would benefit from more detail and examples of ways in which the service works with individual families.

Taking the views of people using the care service into account

We were consistently told that the service had provided a huge level of support to the families who used it. We were given examples of ways in which staff had gone, in the opinion of the family, above and beyond the call of duty to provide support. Family members described situations where staff had provided calm advice and guidance which had enabled changes to family routines, resulting in reduced stress and a calmer household.

We were frequently told that the service had made a crucial difference to the quality of family life.

Taking carers' views into account

See above.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

The service had a very good range of methods for involving service users in the assessment and improvement of the service.

All aspects of the delivery of the service were focused round the needs of the families who received it. We saw that time was taken to allow family members opportunities to discuss and understand the ways in which the care was designed and delivered. We heard from families that they had appreciated the time taken to explain different parts of the service to them. They also were happy that their comments had been taken into account when plans were drawn up and the schedule of support was being developed.

Records showed that progress made in meeting targets described within support planning documents was regularly discussed and reviewed with service users. Families we spoke to described feeling included in all discussions about their agreed plan, which meant that they were able to contribute ideas and opinions about which aspects of the support package were working well and what changes required to be made.

There was evidence of good clear communication at all times between the staff of the service and the families they worked with. This meant they were able to discuss details of daily routines and often stressful and difficult situations in ways which family members found to be supportive and reassuring.

Areas for improvement

The service does not routinely give copies of the records made of the work carried out with families to the family themselves. While these can be requested and would be provided, it should be considered whether this should become an integral part of the agreed work with the family. (See recommendation 1)

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. It should be considered whether it would be beneficial to families to receive copies of records of support sessions and their outcomes.

National Care Standards - Care at home. Standard 4 - Management and staffing.

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

The provider had a range of policies and procedures in place which provided advice and guidance for staff to follow in order to promote the health and wellbeing of all those who used the service. In discussion, staff demonstrated a very good understanding of ways in which families could be helped to function well and in ways which protected and enhanced the safety and wellbeing of all individual family members.

We saw that support plans had been drawn up which took account of the needs of the family and how the service could tackle identified issues and challenges. Records showed that staff had included the needs of different family members and how they related to the family's ability to cope with changes and challenges.

Staff carefully observed those who participated in the program prior to establishing the action plan to meet their needs. This meant they were able to include individual hopes and aspirations in the action plan as fully as was feasible.

Records of support sessions included the aim of the session, a narrative of work undertaken and the observed and agreed outcome. Families who returned our questionnaires and those we spoke to were consistent in the view that the service had fully assessed their situation and properly looked at different ways in which their needs could be met. They also felt that staff had been sensitive and understanding in dealing with personal issues which affected day to day family life.

Areas for improvement

The planning file for each family contained a risk assessment for staff working in the domestic setting and its surroundings. These tended to be routine and more of a corporate exercise rather than a meaningful assessment of risk to staff. (See recommendation in Quality Statement 3.3)

While the records kept recorded the outcomes of each support session, it would be useful to review the format to include the planned next step in the process as a result of the outcomes just achieved. This would aid the planning process and directly inform the aims of the next session.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

The strengths noted in Quality Statement 1.1 also apply to this Quality Statement.

As previously noted, the views of the families being supported were central to the way in which each individual package of care was designed and implemented. Families we spoke to and those who returned questionnaires to us were clear that if they had any concerns about the plan or the ways in which staff worked, then these would be quickly dealt with through discussion and direct negotiation.

Areas for improvement

The service had intended to have an independent evaluation carried out to assess the service and we would support this action.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

During the inspection we spoke to three members of staff individually, looked at the records and assessments they had compiled and took into account the comments and responses from families we consulted. We consistently found that staff were operating at a very high level.

We saw that staff were taking time to assess and plan the programs of support for each family they worked with. This information was used to devise an action plan which was adjusted and updated in agreement with family members as it was progressed. Different ways of developing and adapting family routines were explored and evaluated, taking into account the needs of the family and the agreed aims of the plan.

We saw from records and heard from families that the staff worked a variety of work patterns depending on the individual situation. Families told us they were both surprised and impressed that staff were willing to be at their homes in the early morning, late at night and over weekends to support the development of different routines and ways of managing different aspects of care and behaviour management.

We interviewed three members of staff individually and found them to be very clear about their role and responsibility. They were able to describe the ways in which they used training and experience to develop ways of supporting families and individuals. We saw that they had undertaken a variety of training which had given them high levels of insight and understanding of the difficulties faced by the families they worked with. We also heard that there was a strong team ethos with staff supporting each other and working collaboratively to identify ways of dealing with issues.

Areas for improvement

As noted in Quality Statement 1.3, a risk assessment was used to examine the risk to staff safety within individual domestic premises visited by them. This approach should be reviewed and consideration should be given to an overall team risk assessment which would outline common risks for lone working staff including isolated geographical areas, transport, mobile phone reception and personal safety. This would allow a clear system to be developed for staff to follow in the event of any difficulties. This would include points of contact, management responsibilities and a means of checking that staff had safely returned from visits and support sessions. (See recommendation 1)

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The risk assessment process for staff safety should be reviewed to provide a clear means of supporting staff to safely work in a range of environments and geographical areas.

National Care Standards - Care at home. Standard 4 - Management and staffing.

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

The strengths noted in Quality Statement 1.1 also apply to this Quality Statement.

Families we spoke to told us they were able to discuss all aspects of the support program with members of the staff team and were supported by them to be involved in meetings and reviews of the care of family members. They told us that they were confident that any issues or concerns they had would be properly dealt with by the service.

Areas for improvement

As previously noted, the service provider intends to carry out an evaluation of the work of the service. We would support this as a means of enabling managers to further develop its role.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

The service worked closely with other organisations and agencies who were also involved in the overall care and support of each family and its individual members. This meant that the quality of the care and support provided was routinely assessed and commented upon within reviews and other statutory meetings. The records we looked at during the inspection consistently indicated that the service was held in high regard by those agencies and their professional staff.

A range of regular consultation meetings was in place to examine different pieces of work undertaken by the service. These included detailed discussions with health professionals, psychologist and social workers regarding individual service users and their progress. This enabled specific aspects of care to be assessed and adjusted as necessary.

The staff worked well as a team and met together regularly to discuss issues and share experience and knowledge. Supervision was provided through the provider's line management structure and took place regularly. This enabled individual staff to discuss training needs and allowed work performance to be regularly monitored.

Areas for improvement

The provider should carry out a planned evaluation of the work of the service. This should include an examination of the skills, experience and competencies of the staff who work in it. As part of the evaluation, families who used the service should be asked to describe the preferred attributes of staff working within domestic settings, dealing with complex needs and behaviours. (See recommendation 1)

The provider was in the process of carrying out an overall assessment and re-alignment of its services. It was intended to examine the position and role of this service within the structure of East of Scotland services. This will be the subject of further discussions with the Care Inspectorate.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The provider should seek the views of families who have used the service regarding the skills and knowledge necessary for staff to successfully carry out its work.
National Care Standards - Care at home. Standard 4 - Management and staffing.

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	6 - Excellent
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
26 Sep 2012	Unannounced	Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership 4 - Good
30 Mar 2012	Unannounced	Care and support 5 - Very Good Staffing 4 - Good Management and Leadership 4 - Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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