

Care service inspection report

Barnardo's Family Support Service - North Lanarkshire

Support Service Without Care at Home

Townhall Business Centre
1-11 High Road
Motherwell
ML1 3HU

Inspected by: Janis Toy

Type of inspection: Unannounced

Inspection completed on: 12 November 2013

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Service provided by:

Barnardo's 'known as' Barnardo's Scotland

Service provider number:

SP2003003405

Care service number:

CS2011305823

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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	4	Good
Quality of Environment	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

What the service does well

The service provides support which is child centred and flexible in meeting the evolving needs of young people and their families. Creative, individualised approaches are implemented, with shared agreement being reached with families, regarding outcomes.

What the service could do better

The service should fully implement quality audits to ensure best practice. Further medication training should be sourced for workers, in order to ensure the continued competency of those dispensing and administering medications and the service should also consider further training in autism spectrum disorders, to provide workers with a more detailed understanding of how young people and their families are affected by this disability.

What the service has done since the last inspection

This is the first inspection, since the service was registered in November 2012.

Conclusion

The service has begun to develop systems and approaches to support the work of the team. As this is the first inspection of this service, we recognise that there has been significant focus on developing meaningful relationships between workers, young

people, their families and other stakeholders. Our discussions with people who use the service, suggest that they have appreciated the commitment shown by managers and workers, to provide support to them and their children.

Who did this inspection

Janis Toy

1 About the service we inspected

The service was registered with the Care Inspectorate on 13th November 2012.

Barnardos Family Support Service offers support to young people with disabilities, and their families. The service provides across the localities of Motherwell, Wishaw, Bellshill and Coatbridge.

The service operates from Motherwell Town Hall and works with over 30 young people and their families and is based on a delivery model of annualised hours, which are flexible and individualised, to support the child centred needs of each young person.

The service provides a range of supports including activity breaks, sitter service, individual sessions and family support work.

Aims and objectives of the service include; To apply a flexible solution based approach to work with all of the family to allow recognised family life to happen, e.g carry out practical tasks to free families to spend time together and support young people and their siblings to take part in activities and holidays. Also, to respond to potential or actual crisis situations to offer support and prevent family breakdown.

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

Quality of Care and Support - Grade 4 - Good

Quality of Environment - Grade 4 - Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 4 - 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

At this inspection ,we gathered evidence from various sources, including relevant sections of policies, procedures and other documents. These included;

Certificates of Registration and Insurances
Support Plans
Activity Planners
Outcomes Assessment tool
Team Meeting Minutes
Complaints Procedure and evidence of complaints
Training Calendar
Risk Assessments
Quality Audits
Staff Evaluations
Stakeholder Feedback
Staff Development Sessions
Parent / Carer Feedback
Activity Evaluations
Medication Procedures

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: No

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.

Every year all care services submit a self assessment form, telling us how they think their service is performing. We received a completed self assessment when we inspected the service.

We reminded the Manager that the self assessment for next year, should be submitted in line with regulatory guidance, issued by the Care Inspectorate.

Taking the views of people using the care service into account

We spoke with young people who were accessing the service at the time of inspection. Some of their comments included;

" My worker is not just nice, she's very nice"

" I have an excellent time with both my workers"

" I like going to do things with my workers. Like things I enjoy"

Other comments suggested that young people were happy with the support they receive and that the relationships they have with workers are positive.

Taking carers' views into account

Some comments from parents/carers included;

"The service runs reasonably well".

" I've had issues in the past but these were addressed. The service took on board my concerns. They visited and took the time to find a solution".

" The service has been better this year, more organised and improved communication".

" There have been improved levels of consistency in staff support"

" Activities are better organised"

" The service try to accommodate us, but sometimes sickness impacts and this can be difficult".

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: 4 - 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

At this inspection, we found that the performance of the service was good for this statement. We looked at support plans, assessments, complaints and questionnaire responses to assess this statement.

Parents and young people using the service were fully involved in compiling support plans. We found good evidence of young people's strengths and abilities being promoted and records showed that there was shared agreement between families and the service about desired outcomes. Support plans were written from the young person's perspective, which made the plan easy to understand and demonstrated their involvement.

Prior to commencing with the service, a full assessment of need is undertaken, for both young people and their families. Due to the complexity of need, of many young people, identifying the correct type of support, at the outset, is critical to the success of the support. People using the service were asked to express their likes and dislikes and what they hoped to achieve by using the service. Workers also consider the impact of behavioural presentation and health issues, as part of a holistic assessment, and this ensures that, where possible, workers are 'matched' to young people and families and where their skill and experience can be maximised.

Further evidence of involvement, was shown through the measurement of outcomes for people using the service. This process, implemented on an individualised basis, and with contributions from all agencies, as well as young people and their families, allowed progress to be measured against agreed goals. Examples of young people and families involved in planning and decision-making, provided evidence of the

service working hard to develop the skills and abilities of people, in order to participate fully in their plans.

The complaints procedure was found to be detailed and comprehensive with clear information for people using the service about how to make a complaint. Evidence of how complaints have been managed by the service showed good and sensitive handling of issues raised by families.

Questionnaires were used by the service to obtain the views of people using the service and we found examples of improvements, where suggestions had been made. Parents had asked for more visual information to be made available in order to be kept up to date with developments. The service was in the process of developing quarterly newsletters to ensure that they were communicating clearly with families, while other suggestions had led to the introduction of drop in events and a parents forum.

Evaluations of activities with young people, produced further feedback and allowed the service to assess levels of engagement and enjoyment for young people.

Areas for improvement

The service should develop a more structured approach to obtaining, collating and evaluating the views of people using the service. A clear plan of how the service intends to inform future developments, through the experiences of young people and their families, should be a key priority.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

At this inspection, we found that the performance of the service was good for this statement. We looked at activities, risk assessments, medication procedures, links with other agencies and how the service had used funding for residential breaks to assess this statement.

Experiences available to young people included an activity room, where arts and crafts, dance, music, drama, cooking and baking and other activities took place. This environment allowed young people to develop social skills and learn through their interests. We observed young people engaged with workers, in activities of their

choice and noted that all young people were supported to enjoy stimulating and active play, which encouraged their sense of achievement and supported their learning and development.

Young people were also assisted to access the community, where they were given the opportunity to visit local venues, such as Lanark Loch and Dynamic Earth. These activities provided young people with a chance to interact with others and develop their confidence by taking part in activities which were offered on either a 1:1 basis or within a small group. Further opportunities to aid young people's health and well-being, were evidenced through young people's involvement in drama groups and participation in a National Play Day event and significantly, by supporting all members of the family, young people and their siblings, could access holiday cabins, at separate times, allowing for new experiences and time away from the family home. Work to support siblings meant that those young people had opportunities to express how they felt about being a young carer and to benefit from spending time in a different environment.

Close links with other agencies were promoted to ensure full exchange of information to support young people and their families effectively. Continuity of care remained a key priority and links between workers, through attendance at meetings, promoted shared decision-making. Working relationships with local schools meant that the service was fully appraised of young people's needs in a range of contexts and this helped workers to understand issues facing young people and to risk assess current provision to maintain safe practices.

The health needs of young people were supported by a staff team who were trained to administer medications. This meant that young people could access activities, at times when otherwise their health needs may prevent them from doing so.

Areas for improvement

Although the service had medication protocols in place, these require further development to ensure that all safeguards are in place for young people, to whom they administer medications. By developing more robust procedures, the service will better safeguard the needs of young people.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should review and update current medication procedures to take account of the complexities involved in dispensing, administering and recording in a range of environments. The service should pay particular attention to a protocol for covert medications. National Care Standards, Standard 16, Keeping Well

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 1

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

Service strengths

At this inspection, we found that performance of the service was good for this statement. We looked at parents/carers feedback and activity evaluations to assess this statement.

The initial assessment process carried out with families, identifies strengths and interests of young people. This allows the service to consider the environment and which activities to offer to young people as part of their support. Further consultation with young people means that the service can adapt the environment to suit. At times, the activity room would be set up for dance or karaoke, or alternatively, the focus may be on activities which encourage young people to relax and feel less stimulated by their surroundings. By adopting different approaches, the service was able to meet the individual needs of young people.

Areas for improvement

The service had already identified the need to arrange for more frequent opportunities for parents/carers to offer feedback on the quality of the environment. Also for the service to formally record this feedback. We would advise that the service should progress these arrangements in order to more fully evidence the views of people using the service.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

At this inspection, we found that performance of the service was good for this statement. We looked at risk assessments, observed young people in the environment, and spoke with workers and the manager to assess this statement.

The service is subject to a range of health and safety practices and audits. These ensure that all aspects of risk are assessed and managed to support the safety of all involved. Risk assessments were in place for activities which involved the use of kitchen utensils, with knives and other sharp items, stored out of reach of young people. The storage arrangements of cleaning fluids and other products, were maintained appropriately and high levels of staff supervision ensured that young people were closely monitored in areas where cooking and other activities took place.

We observed the environment to be clean and free from odours. This meant the people using the service could enjoy the activity in a suitable environment.

There were also systems in place to monitor, record and report any damages and these were reported to the Health and Safety Advisor and Properties Manager.

Areas for improvement

The service should continue to ensure that the environment remains fit for purpose and continue to update risk assessments to support safe practices.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1

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

Service strengths

At this inspection, we found that the performance of the service was good for this statement. We spoke with the manager and looked at responses to questionnaires to assess this statement.

Young people and their families were involved in the recruitment process of new employees. Questions had been developed by people using the service and additionally, young people had taken part in panel interviews. By involving young people and their families in identifying suitable new workers, the service had demonstrated that the views of people using the service, were a key priority.

Questionnaires used by the service, also provided opportunities for young people and their families to comment on the quality of staff support. Families that we spoke with during this inspection process told us,

" The service contacts us every few months to ask for feedback and this is helpful. It means we can sort out any problems".

Areas for improvement

The service should continue to develop ways in which it can elicit the views of people using the service in order to improve upon existing practices.

Grade awarded for this statement: 4 - 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

At this inspection, we found that the performance of the service was good for this statement. We looked at training records, team meeting minutes, team development day notes and spoke with workers to assess this statement.

Training opportunities were organised and planned for through a training calendar. Events including, Child Protection, Epilepsy, First Aid, Welfare Reform, Attachment and Play and CALM training, a programme to assist in the management of behaviours. These and other development opportunities equipped the staff team in supporting the individual needs of young people and this meant that people using the service were supported by skilled workers, who had a good understanding of their needs.

Team meetings provided workers with the opportunity to discuss and share best practice. By contributing to the agenda, workers could influence areas for discussion and make suggestions about how the service could improve. One example of this related to the suggestion of a drop in club at lunchtime to allow people to find out more about the service. Other standard items for discussion included Health and Safety and incident recordings, which ensured an ongoing focus on the safety needs of everyone.

Further to the occurrence of incidents, workers received a debrief from managers. This opportunity to reflect on the circumstances and impact of incidents, meant that workers could discuss their feelings and experiences and identify changes in practice or equally receive praise where appropriate. As a means of further reflecting on practice, team meetings would also re-visit the experiences of workers to promote shared learning and help to identify new ways of working, where appropriate.

Team development days were also used to drive forward improvements. Notes from more recent events, showed that the service had focused on the Getting it Right for Every Child framework (GIRFEC) and in particular, the well-being indicators which promote outcomes for young people. Other events had allowed the team to re-visit the vision and identify key strengths within the service. These opportunities encouraged workers to make a positive contribution to ongoing developments.

Areas for improvement

Although workers had access to a wide range of training, it was felt that due to the complex needs of many of the young people using the service, that additional training in autism spectrum disorder (ASD), should be considered. If the service decides to make use of the existing knowledge of ASD within the team, then it should make reasonable adjustments to workload, to allow for this development.

Alongside suggested improvements to medication procedures, additional medication training also requires to be sourced and implemented, to ensure the continuing competency of workers. The manager should seek appropriate training to support this development.

Formal supervision of staff should be planned for and implemented more consistently in line with policy. Although workers told us that they felt very supported by managers, the service should review its current practices and develop a more structured approach to formal supervision.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The service should source and implement appropriate medication training for workers. National Care Standards, Standard 2, Management and Staffing Arrangements.
2. The service should develop a more structured approach to ensuring that all workers receive formal supervision in line with policy. National Care Standards, Standard 2, Management and Staffing Arrangements.

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - 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

At this inspection, we found that the performance of the service was good for this statement. We spoke with managers and looked at parent feedback to assess this statement.

Managers told us that relationships with parents/carers and young people, were a key priority for the service. Being 'visible' was important and managers ensured that they were accessible to families at all times. Parents forums provided opportunities for families to meet with managers and middle managers were keenly involved in assessment and planning supports, and so, were known to families who used the service.

Complaints and compliments information demonstrated that managers were accessible to people wishing to raise a concern or say a thank you for the support they received. Examples of people expressing gratitude included, " Thank you for the service. Its been fantastic", and "The support has been invaluable".

Areas for improvement

The service should continue to explore creative ways in which it can elicit the views of people using the service, to influence the quality of management and leadership and to use those views in developing the service.

Grade awarded for this statement: 4 - 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

At this inspection, we found that the performance of the service was good for this statement. We looked at formal audits, staff evaluations, stakeholder relationships and spoke with the manager to assess this statement.

The Manager attends quarterly contract monitoring meetings with the referring agency. These meetings provide the basis of regular quality assuring of service provision, between the service and North Lanarkshire Council. Positive working relationships aid this process and the manager is committed to providing the necessary information to assist the ongoing review of the service. Further to these meetings, the service has been subject to a full service review, which identified strengths and areas for improvement within the service. We found that where a lack of consistency of staff support, had been expressed as a concern by some families and other stakeholders, the service had worked hard to allocate workers who could provide consistent support to families, leading to more meaningful relationships.

In order to produce a full account of how the service was performing, the service review during 2012, undertook broad consultation with all stakeholders, including families, staff and personnel within North Lanarkshire Council. The findings of this consultation informed the decision about future financial investment and the continuation of the service across the Authority. Comments from some parents/ carers included; " My son benefits greatly by this service. It helps him socially interact and also gives myself and my daughter more time to ourselves" and "Without this service, life would be impossible". The outcome of the review, was to continue to invest and support improvements in service delivery.

Barnardos have also formed a Disability Strategy Group, which through a process of identifying positive developments within services, also seeks to improve the quality of provision, by developing the vision and capacity to deliver the aims and objectives of the organisation. A change in the management structure within the service, to a localised management presence, has allowed for more robust auditing practices to be developed and implemented. Alongside the external manager, the service manager plans to undertake a quality assessment, looking at case files, training and development and support for workers.

Areas for improvement

The service should fully implement audit processes to ensure all aspects of service delivery are monitored and where improvements are required, that these are addressed.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should fully implement quality audit processes to ensure best practice is supported and maintained. National Care Standards, Standard 2, Management and Staffing Arrangements

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 - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Environment - 4 - Good	
Statement 1	4 - Good
Statement 2	4 - Good
Quality of Staffing - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Management and Leadership - 4 - Good	
Statement 1	4 - Good
Statement 4	4 - Good

6 Inspection and grading history

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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অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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