

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

Type of inspection: Unannounced

Inspection completed on: 15 December 2014



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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 works flexibly to support families to develop routines and structures. Staff have a wide range of knowledge which they use to good effect.

What the service could do better

The service should continue to develop and monitor its record-keeping systems.

What the service has done since the last inspection

Since the last inspection the service has evaluated the work it has done. This information has been used to influence work planning and direct staff training.

Conclusion

Barnardo's Caern Project Support at Home Service (also known as the Barnardo's Intensive Behaviour Support Service 'BIBS') is valued by the families who have used it. Feedback from them has been very positive and has confirmed that the efforts of staff have been appreciated.

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.

BIBS was registered as a Care at Home service originally with the Care Commission in March 2011 and transferred its registration to the Care Inspectorate on 1 April 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.

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 0345 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 an inspector from the Care Inspectorate between 23 October 2014 and 12 December 2014. Feedback was provided to the senior member of staff on 12 December.

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 and annual return
- action plans for specific families
- records of support sessions
- minutes of reviews and other meetings
- questionnaires issued by the service and returned to the service.
- an evaluation of the service by an intern.

Members of families were consulted.

The service's senior member of staff was consulted and two 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

What the service has done to meet any recommendations we made at our last inspection

The service took appropriate action to meet the areas of improvement noted in the last report.

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 service provided us with a fully completed self assessment which described their strengths and identified areas for improvement.

Taking the views of people using the care service into account

The family members we spoke with were very positive about the support they had received from BIBS. They felt that they had been listened to and that staff had taken their views and their concerns seriously. Families appreciated the flexibility of the staff in that they worked with families at times which had been identified as those which had provided high levels of stress or anxiety and had been willing to change arrangements to suit family needs.

The only negative comment we heard from families was that they had had to wait to access the service or that they hadn't known about it previously.

Taking carers' views into account

N/A

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 based much of the work it did on the principle of developing positive working relationships with the families it supported. This meant that families were encouraged and enabled to express their views about the service and how its work benefitted their daily life.

We saw that there were systems in place to introduce staff to families and this was done at a pace that suited all family members. We heard from families that they were asked for their views at all stages of the introduction process and were consistently given opportunities to ask questions and explore different ways in which care could be provided. This meant that there were clear levels of communication which supported the development of care routines and the growth of understanding of young people's needs and how they could best be met.

Staff and family members routinely discussed progress made and jointly looked at different ways to make progress in developing care systems and routines. Parents, and where feasible young people, were encouraged to make suggestions and develop ideas for improving ways in which the service could be focused or different directions work could be progressed for the benefit of the whole family.

The service used a variety of methods of seeking feedback from service users and provided information about how to make a comment or complaint about it. There was a range of corporate systems in place which enabled families to raise any concerns they had about the work being done with them.

Areas for improvement

At the last inspection we had suggested providing copies of records of support sessions for parents. This had been explored and it had been made clear to parents that records could be provided if they were wanted. In most cases this offer had been declined. The option of families having copies of records of support sessions and their outcomes should continue to be available.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

We saw from records and heard from families we contacted that staff had a very good understanding of the health and wellbeing needs of the young people in the families they worked with. Plans and records demonstrated a high level of understanding how these needs could best be met and took account of the circumstances of individual families and all their members.

A plan of work and engagement with each family had been put in place and detailed what the overall task was, as well as outlining steps towards intended outcomes. Records were kept of individual support sessions and what had been achieved.

Records, minutes of meetings and consultations with staff provided very good evidence that staff were able to work in concert with a range of health agencies and practitioners to develop care plans and routines which took account of the individual needs of young people and families. We saw that staff had regular contact with a wide range of health professionals and were involved in detailed care planning.

Areas for improvement

Some records were brief and occasionally cryptic in their content. While it was understood that sessions would usually be delivered by one member of staff throughout the planned program, there was sometimes a need for a clearer narrative of the work which had been completed, so that this information could be shared with the family or with other staff or other practitioners working with the family. (See recommendation 1)

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Records of support sessions should contain a clear description of the work carried out. This should contribute to the overall record of achievement for the family.

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

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.

Feedback from families indicated that they felt able to discuss a wide range of issues with the staff who worked with them.

Areas for improvement

The service should continue to promote the development of positive relationships between staff and the families they support.

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 two 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 good level. We also spoke with the senior member of staff who provided day to day operational management. He was providing information, advice and guidance for a range of practitioners, agencies and groups working with young people and families.

We found that staff were taking time to assess and plan the programs of support for each young person and families they worked with. Different ways of supporting family routines and family life were evaluated, taking into account the needs of the young person and the agreed aims of the plan.

We saw from records and heard from families that the staff who worked with them were flexible in the way the support sessions were provided. We found staff 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. 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 as they arose.

In the last report, we noted a need for clear systems to support lone working in some areas where there could be an increased risk for staff. The staff we spoke to described the safeguards they had put in place and the use of colleagues and the senior staff member to check they were safe and to offer the opportunity for immediate debriefs where this was beneficial.

Areas for improvement

The service should continue to identify and provide relevant training opportunities for staff. There should also be continued monitoring of lone working arrangements in recognition of staff working patterns.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

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.

Areas for improvement

Wherever possible, the provider should continue to seek to gather the views of service users about ways in which the service can be improved.

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 used a range of systems to monitor the quality of the service and assess how well it met the needs of the families it worked with. BIBS worked in conjunction with other agencies to support families and help them develop strategies to care for individual family members. Through reviews of overall care planning for families, representatives of different care, medical and education agencies were involved in discussing and planning different aspects of care. This meant that there was a good degree of scrutiny of the work done to support families by the service.

BIBS was also monitored through the Barnardo's management structure with a clear line-management arrangement. We noted in a previous report that there were plans to change management structures but, to date, these remain as they were. This means that the operation of the service was monitored and supported by the relevant financial and human resources departments of the provider organisation. Staff training was also accessed through the provider organisation, although staff were encouraged to seek out training opportunities wherever these were available as a means of augmenting the skills held by the team.

Since the last inspection, there has been an evaluation of the service carried out by an intern and another research article had noted the contribution of BIBS to the families who had been supported. These had been positive in their content and had recognised the worth of the support provided by the service.

Within the service, staff received formal supervision which was felt by those we spoke with to be positive and effective. Staff also told us that the positive, inclusive ethos of the team meant that there was easy and natural access to advice and guidance between team members and senior staff.

Areas for improvement

The service should continue to look at ways of developing the service and use contacts with other agencies to seek suggestions and ideas regarding this.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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
21 Nov 2013	Unannounced	Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
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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