

Sacro National Intensive Support Package Offender Accommodation Service

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Type of inspection: Announced (short notice)
Inspection completed on: 30 August 2016

Service provided by:
Sacro

Service provider number:
SP2003002608

Care service number:
CS2005087474

About the service

The service was previously registered as SACRO West Area and is now responsible solely for those individuals who are subject to Intensive Support and Monitoring Packages across Scotland.

SACRO National Intensive Support Package is an Offender Service. The service supports and monitors offenders who are at high risk of reoffending. SACRO's overarching aim is to reduce conflict and offending and make communities safer.

What people told us

We visited the service on the 30 August 2016. During our inspection visit we spoke directly with the National ISP Co-ordinator (who is the registered manager for the service), the service team leader, a full-time support worker and a sessional support worker. We also spoke with two service users by telephone.

Service users we spoke with made the following comments:

'I get a lot of support, initially it felt too much but I was still open to it. SACRO staff came to visit me before I moved into the community. I don't have a bad thing to say about the service. I've met a lot of the staff and I've got on with them. We got to various places. Staff are respectful and they listen to me. We reach agreement about activities. We do weekly planners for the week ahead. Staff are constrained by expenses. I've no complaints. I know I can go to the manager if I'm not happy or I can just speak to staff if I have a problem. They have helped me make the transition into the local community. They helped me open a bank account, they helped me claim for benefits, to register with a GP and a dentist and just to get to know the local area. Staff put me at ease. They are caring and professional. Their support has made a massive difference to my life. We play scrabble, it helps to overcome my isolation. I don't know where I would be without SACRO to help me set up independently. I don't know if I'd have made it without them. I am pretty confident this great relationship I've got with staff will continue to flourish. I'd be struggling without them'.

'They are very helpful. They encourage me. They are helping me to get fit. They help me with budgeting and cooking. They support me with learning to live independently. They help me to be less isolated. They help me with the things I need. The support has made a big difference. They've helped me to get back on my feet. I have a good relationship, I feel I can talk with staff, they listen and are respectful. They are doing a great job. Social work dictate what I need because I'm on licence. We talk about goals in life and my keyworker talks to me about mental health. She's opened my eyes, she's helped me gain insight, helped me to learn how to cope. The service has been brilliant for me'.

Self assessment

The Care Inspectorate received a fully completed self-assessment document from the provider. We were satisfied with the way the provider had completed this and with the relevant information included in relation to the Quality Themes we were assessing.

From this inspection we graded this service as:

Quality of care and support

5 - Very Good

Quality of environment

not assessed

Quality of staffing

5 - Very Good

Quality of management and leadership

not assessed

What the service does well

The staff we spoke to during our inspection were committed, skilled and insightful about the needs of the individuals subject to intensive support and monitoring. We found there was a high quality of recording within the service. Detailed observation sheets were compiled on each individual being supervised by SACRO NISP. The service took care to match staff with particular skills to individual service users, taking into account specific risks and support needs.

There were systems in place which supported close managerial oversight and monitoring of casework with a particular focus on risk management. The service held regular debriefing sessions with staff. Professional boundaries were monitored and any issues addressed. The systems in place supported robust risk assessment and risk management.

We found that the service held a detailed staff training schedule. Staff we spoke with told us they felt well supported and that the organisation encouraged staff training and development.

What the service could do better

SACRO National Intensive Support Package had plans to implement the use of criminal justice outcomes star, a tool for support planning and risk assessment. The service should explore the option of carrying naloxone within the service. The service should also consider delivering naloxone training across its staff group. Progress with these areas of development will be followed up at the next inspection.

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	
24 Sep 2015	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
31 Dec 2014	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Aug 2014	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
22 Jan 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Jan 2011	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
1 Oct 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 Oct 2008	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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