

Barnardo's Family Support Service - Lanarkshire Support Service

Townhall Business Centre
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Motherwell
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Type of inspection: Unannounced
Inspection completed on: 22 December 2016

Service provided by:
Barnardo's 'known as' Barnardo's
Scotland

Service provider number:
SP2003003405

Care service number:
CS2011305823

About the service

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

Barnardos Family Support Service offers support to young people with disabilities, and their families. The service operates from Motherwell Town Hall Business Centre and works with over 30 young people and their families. 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; support young people and their siblings to take part in activities and holidays; and respond to potential or actual crisis situations to offer support and prevent family breakdown.

The work of the service is underpinned by three core values:

Respecting the unique worth of every person - we will recognise and encourage the individual talents of service users by promoting their rights to personalised support, choice, and control, whilst ensuring inclusion and fairness.

Encouraging people to fulfil their potential - we will create opportunities for service users to make the most of their abilities through individualised, outcome-focussed support; and promoting independence through innovative approaches to risk.

Exercising responsible stewardship - we will utilise resources to best help service users achieve outcomes, including: maximising SDS budgets, and providing a flexible, professional, and consistent workforce.

What people told us

We considered feedback from young people, their families and carers. The views were inconsistent and reflected a range of issues faced by families over the past year. We heard from some carers that their experience of the service since the last inspection had not been good while for others they reflected a continuing high quality service.

Self assessment

The self assessment was not completed due to the absence of the manager.

From this inspection we graded this service as:

| | |
|--------------------------------------|--------------|
| Quality of care and support | 4 - Good |
| Quality of environment | not assessed |
| Quality of staffing | not assessed |
| Quality of management and leadership | 3 - Adequate |

What the service does well

Evidence continued to suggest that young people were achieving good outcomes.

The service continues to benefit from a strong commitment from most staff members. A commitment given to individual young people and the maintenance of positive relationships with young people and their families has negated the impact of staffing challenges in the service on young people. Whilst evidence was inconsistent, on balance we considered that there was good evidence of staff working closely with parents and two of the parents we spoke with during the inspection saw this 'partnership' as a key strength of the service. Where consistent and regular communication with parents was maintained we heard that this contributed to ensuring the young people were safe, nurtured, active and respected.

Relationships between key staff and young people were also viewed as a key strength of the service. Where these relationships had been maintained we heard from two carers that these were close, trusting relationships.

We found good evidence of a concerted effort to engage service users and their families over the past year and some attempts to engage with the staff group. This has involved various methods of communication and consultation and we reflected that this was a good indication of how the service has attempted to address issues raised at previous inspections.

Finally, we recognised the effort of external management and other local senior staff, during what has been a challenging time, to provide support to the staff group and ensure that young people continued to receive a valuable service.

What the service could do better

We recognised the efforts of the service to address staffing turnover and what this means for continuity of care for some young people, that is, the number of staff involved in providing care and support. This was consistently referred to by the carers and staff we spoke with as a key problem for the provider to address.

Supervision was inconsistent, staff meetings were irregular and induction of new staff was described as being 'limited'. Young people need to be cared for by staff who also feel that they are being properly supported in their role and the evidence from this inspection was that support for staff could be improved. (Recommendation 1). In addition to this staff also reported having very little involvement in care planning and broader service developments. We recognised the efforts made to improve care planning processes since the last inspection but we found that practice was inconsistent. Processes for monitoring care planning and auditing files could be improved to support more consistent practice. (Recommendation 2)

Leadership over the last year has not been stable and this has had implications for both the day to day running of the service and the implementation of existing policies. This includes supervision and care planning which we would consider as important structures for achieving good outcomes with young people. Concerns about the morale of staff raised at the last inspection remain and we are concerned without a clear plan for addressing issues identified in this inspection, and those outstanding from the last inspection, we would be concerned that the experience of young people and their families deteriorates further. (Recommendation 3)

The specific roles of staff in the service was a recurring issue from discussions we had during the inspection and we would recommend that the service consults with staff on the different responsibilities of staff at all levels. This should include a review of the administrative support required by the service and how this can best be provided as we were concerned about the impact of the perceived or actual administrative burden on individual staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. To ensure that young people are able to get the best out of the service they receive the provider must ensure that robust policies on induction, supervision and other support structures are fully implemented.

National Care Standards, Standard 2 - Management and Staffing

2. To ensure that all involved in planning and delivering support and care to young people have access to clear and coherent plans and are actively involved in updating and reviewing, the service should continue to improve care planning processes (including filing and recording). Proper recording should also include a robust monitoring and auditing system to promote consistent practice.

National Care Standards, Standard 2 - Management and Staffing

3. The provider must ensure that the service continues to strive to improve practice and any service improvement plans are SMART plans (Specific, Measurable, Achievable, Realistic and Time-limited) and incorporate the findings from this inspection. As part of this planning the service should ensure the ways they get feedback from those with an interest in the service (e.g. exit interviews for service users and staff) are effectively used.

National Care Standards, Standard 2 - Management and Staffing

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 | |
|-------------|-------------|---------------------------|----------|
| 17 Dec 2015 | Unannounced | Care and support | 4 - Good |
| | | Environment | 4 - Good |
| | | Staffing | 4 - Good |
| | | Management and leadership | 4 - Good |
| 12 Nov 2013 | Unannounced | Care and support | 4 - Good |
| | | Environment | 4 - Good |
| | | Staffing | 4 - Good |
| | | Management and leadership | 4 - Good |

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