

Barnardo's APNA Care at Home Support Service

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Type of inspection: Unannounced
Inspection completed on: 16 January 2017

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

Service provider number:
SP2003003405

Care service number:
CS2005096120

About the service

Barnardo's APNA Care at Home is a service provided to disabled children and young people, aged from 0 to 25, and their families. The service particularly, but not exclusively, serves to meet the needs of the Asian community in Glasgow. It aims to enhance the quality of life of children and young people with disabilities and their families through supporting their needs at home and within their local community. This can take the form of meeting personal care needs within their home or providing opportunities for social interaction and development through a befriending service.

Office based staff consist of the manager, a project administrator and two home care organisers. The home care organisers (HCO's) currently supervise sixteen staff who are not office based but carry out work with children and young people in their own homes and the community.

The service works in partnership with Glasgow City Council's Social Services. Sixty young people were being supported at the time of inspection.

The service has been registered since 2006.

What people told us

At this inspection, we spoke with one young person, with support from a member of staff. The young person indicated he was happy with the service provided, and enjoyed taking part in the social activities which Barnardo's APNA offered, including trips to the park, swimming and to the shops.

We spoke with two parents of young people who used the service. Both of them were very happy with the service provided. They both remarked that the service was very flexible and responsive to the needs of young people and their families. Other comments included:

"They've changed our lives for the better".

"It's a fantastic service".

During inspection, we also viewed six feedback questionnaires devised by the service and completed by parents. These also indicated high levels of satisfaction with the service.

Self assessment

The self-assessment contained details about perceived strengths of the service and any identified areas for development. Some of the service's own gradings differed slightly from our findings during inspection.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

The service was very flexible and responsive to the needs of children, young people and their families. All young people had a service agreement in place, which detailed the focus of work and planned outcomes, and which was put in place at the commencement of the service. Support plans were comprehensive.

Within case recordings, there was very good attention to detail in relation to the health needs of service users. This was complemented by very thorough risk assessments which cover health issues but also risks associated with activities and family circumstances.

The service was very well organised, with a rota detailing the work being undertaken with each young person completed on a weekly basis. Families received a copy of an individual rota for their child, which meant everyone was aware of the support being provided and when and where. Any required changes were updated to both rotas timeously.

Parents advised that staff had very good relationships with young people and, while the opportunity to observe interactions was limited at this inspection, observations which did occur indicated that warm, respectful relationships existed.

The service was also very good at building capacity within the local community. Examples of this included developing a group for parents and carers to meet and receive peer support, and organising a successful family day for service users and their families.

We found that the service provided comprehensive essential training to all staff, and also provided additional training to staff dependent on the needs of young people, for instance, on certain health conditions.

Staff received very comprehensive yearly appraisals, which detailed strengths, areas for improvement and training needs. Staff also received supervision every three months, which was in line with the provider's own policy. The home care organisers who provide the supervision had recently attended supervision skills training, and they spoke positively about their learning from this and how they would implement this learning with staff.

The service had also held a team development day for office based staff, to look at the current work of the service and plans to develop this. It was planned to have a further day involving all staff to look at the positive work which is being done and how to improve on this. In addition, feedback had been sought from families of young people to gain views about how the service could be further developed.

We also noted that the manager of the service regularly reviewed case files to monitor the quality of the service. She received regular support from her external manager, who had also been involved in carrying out quality assurance work on the service.

What the service could do better

We found that, while case recordings were normally of a good standard, in some cases these had not been completed for some time. The manager advised that some of these recordings had been completed in writing but not input onto the computer; however, she acknowledged that there were some improvements required in this area and that she felt it was a training and development area for some staff, which she will continue to monitor and address.

We also noted that, while initial assessment processes were generally working well, in some complex cases, sufficient background information had not been provided to the service by the social work department, particularly in relation to risk factors which existed. This meant workers within the service were unaware of aspects of risk relevant to some young people. This could have impacted on the safety of either young people or staff, though there was no evidence that any negative outcomes had occurred. The manager shared our concerns. We advised that, in future, the service should insist on all required background information being provided before commencing work with a young person and their family.

While the service had attempted to track outcomes for young people, these were not linked to reviews of young people's care plans. This meant that families and young people had not been involved in assessing outcomes and progress of young people. We felt that this would be an important development as it would allow for families to be involved in assessing the progress of young people over time.

(Refer to recommendation 1).

While the service had started the process of consulting with staff and families to identify areas for service improvement, we felt that other stakeholders, for instance social workers and health professionals, should be included in this process. We also felt that a service development plan should be completed, informed by learning from feedback and the team development process.

(Refer to recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Reviews of care plans should be recorded and detail the views of carers and, if possible, the young person about the progress made in achieving positive outcomes.

National Care Standards, Care at Home, Standard 3: Your personal plan.

2. The service should gain feedback from all stakeholders and from this formulate a service development plan.

National Care Standards, Care at Home, Standard 4: 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
7 Jan 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
11 Jun 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
26 Apr 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
19 Jul 2012	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
20 Sep 2011	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
3 Sep 2010	Announced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
11 Nov 2009	Announced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
16 Dec 2008	Announced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good

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