

## Quarriers Family Support Service Support Service

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Telephone: 01387 249888

Type of inspection: Unannounced  
Inspection completed on: 13 March 2018

**Service provided by:**  
Quarriers

**Service provider number:**  
SP2003000264

**Care service number:**  
CS2013318679

## About the service

Quarriers Family Support Service was first registered with the Care Inspectorate in January 2014 to provide a region-wide support service to children with disabilities in their own homes and in the community. The service offers support for families affected by disability, providing respite and practical support to parents, children and young people at home or in their local communities. The service can be accessed by referral from social services, or self-referral through personalised budgets or self directed support.

Registration is for two staff teams, one based in Dumfries and the other in Stranraer, and both teams have a team base which includes activity spaces where children and young people can participate in activities individually or as a group.

## What people told us

We spoke to one young person who had used the service for around eight years and was now being supported to develop independence skills. They told us that the service had helped them a lot and given them increased confidence.

Parents and other carers that we spoke to were overall very pleased with the quality of support provided. Comments include "I am consistently happy," "great relationships," "staff are well-chosen and the matching process works well," "their knowledge of (my child) helped them to get the right support," "they are very good at supporting the social and sensory side," "they recognise and are sensitive to the little things," and, "there are not enough nice things to say about ... (staff member)".

The only disappointment expressed by some families was that they would like their children to have more support hours, although the reasons for this varied. Some felt there should be more staffing to allow for this, especially during school holiday periods but others acknowledged that the limitations for their child had been set by the number of hours purchased by the local authority.

## Self assessment

No self-assessment was requested by the Care Inspectorate during 2017-18 but, instead, we looked at the service's own quality audits and improvement plan.

## From this inspection we graded this service as:

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

## What the service does well

Support planning paperwork we saw was up-to-date and provided clear descriptions of children's current support needs and how it was proposed to meet these. These included information on what was important to children and their carers, including any support required with communication. Plans identified support required

due to children's dependence as well as recognising areas of independence and any help needed to maintain this.

Support workers provided support in a way that was very child-centred and took account of individual needs, interests and preferences. This included opportunities to participate both in group and individual activities and utilised the provider's own resources as well as accessing amenities available in the community or through other agencies.

Managers had been careful through staff selection and matching processes to allocate staff to children in a way which took account of their age, needs and interests. We saw and heard evidence of strong and trusting relationships between support workers and the children and young people they supported.

Contact records were well-maintained and provided clear descriptions of support provided and outcomes for children and young people together with any issues arising or actions required including support for emotional needs and mental wellbeing.

Staff felt well supported and told us they had very good opportunities for training and development.

## What the service could do better

The staff team should continue to ensure good communication and team approaches are maintained in a way which takes account of and overcomes the constraints that affect this type of service; for instance, part-time hours across a wide geographic area.

Managers should ensure that where issues needing attention are raised, for example, through staff meetings, these are followed through and the outcome documented.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
15 Feb 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
12 Jan 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
12 Dec 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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