

Quarriers Family Support Service Support Service

161 Brooms Road
Dumfries
DG1 2SH

Telephone: 01387 249888

Type of inspection:

Unannounced

Completed on:

7 February 2019

Service provided by:

Quarriers

Service provider number:

SP2003000264

Service no:

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.

The service comprises of three staff teams, 'East', based in Dumfries and 'West,' based in Stranraer, and a new region-wide 'Emotional Health and Well-Being' team, based in Dumfries. The provider has a staff base in both Dumfries and Stranraer, each of which includes activity spaces where children and young people can participate in activities individually or as a group.

Since the previous inspection the scope of the service has been extended to include adults in order to continue providing a service to a young adult. A new registered manager had just been appointed to the service following the promotion of the former manager.

What people told us

Children we met during our inspection confirmed their enjoyment of the service and the support they receive. This was also evident from our observations. Parents and carers' comments include that the service gives careful attention to allocating workers who their children get on well with and that their children are consistently supported by workers that they know. They spoke of good communication with workers and managers and one parent described the service as 'a life-line.' Another spoke of the complex needs of their children and confirmed that a high level of trust had been established between their family and the service. They added that such trust was essential in enabling them to receive support and achieving good outcomes. Another parent told us that, if their child was happy with the service, then they were happy too and added, "And she's very happy there!"

Self assessment

We did not request a self-assessment.

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

Quality of care and support

Findings from the inspection

The service had maintained and continued to develop its positive engagement with children and young people and their families.

Very good trust had been established and maintained between the service and the families they support. Parents complimented the careful attention the service gave to supporting various types of transition, including any expected change of worker. This included careful matching, introductions and handover arrangements.

Positive Behaviour Support Plans and other documentation was used to plan support and included clear statements of intended outcomes and how it was hoped to achieve these. Support staff we spoke to demonstrated very good knowledge of the children they support and spoke with insight and empathy of their contact and the how support they provide. Contact records provided useful reflective observations but would sometimes have benefitted from note of proposed action by support staff if any of their observations require follow-up. One example we saw lacked any evidence of follow-up despite highlighting a matter of potential concern. This should have been brought to the attention of the registered manager and followed up through the provider's policies and procedures for dealing with such concerns. See Recommendation 1 below.

A new 'emotional health and well-being team' had been established since our last inspection. Early indications suggest the new team has enabled young people to communicate their feelings more effectively with team members and explore coping strategies. Advocacy support in schools had resulted in improved understanding of young people's needs and concerns by their teachers and a better sense of inclusion at school.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service provider should ensure that, when staff observations include information of potential concern, this is notified to the registered manager and appropriate policies and procedures followed. Contact sheets should include an Action Point, stating the action taken to follow-up any such concerns. This is to ensure care and support is consistent with the Health and Social Care Standards which state that people using care services should be protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities. (HSCS 3.20).

Grade: 5 – very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

A new manager had been appointed following the promotion of the former service manager and our inspection occurred during the first week of their appointment. The new manager had transferable experience from

another third sector provider and was supported by the former manager in their new role as Operations Manager. This was likely to help ensure a smooth transition.

Team Leaders demonstrated very good knowledge of children and their needs and were attentive to ensuring they received agreed support. This included careful deployment of staff in a way which ensured predictability and continuity for children and their families.

Parents told us that Team Leaders are accessible and that they experienced trust, confidence, understanding and very good communication with the service.

The provider had maintained their full training calendar and staff we spoke to said that they had very good opportunities for training. Very good attention was given to staff supervision and staff that we met confirmed they felt very well supported.

Both the service provider and the service now gave very good attention to carrying out quality audits and using information gathered to inform development plans for the service. It will be important now to ensure this is maintained in a way which ensures staff practice standards are maintained at all times.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
13 Mar 2018	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>Not assessed</div>
15 Feb 2017	Announced (short notice)	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>4 - Good</div>
12 Jan 2016	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>

Date	Type	Gradings	
12 Dec 2014	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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