

Action for Children - Gilmerton Road Outreach Services Support Service

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Type of inspection:

Unannounced

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Service provided by:

Action for Children

Service provider number:

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Service no:

CS2007144549

About the service

Action for Children - Gilmerton Road Outreach Service is provided by Action For Children and supports families from Edinburgh and the Lothians. It is linked to a residential respite service and is based in the shared office premises in Gilmerton Road in Edinburgh. Most families use both the respite and outreach services. Staff work across both services.

At the time of the inspection the service was involved in providing a range of levels of outreach support to 10 young people and their families.

This service first registered with the Care Commission in 2008 and transferred its registration to the Care Inspectorate in 2011.

What people told us

We met three young people receiving an outreach service and observed interactions with the staff supporting them. We also had access to the work the service has done to gather the views of young people. We spoke with six parents over the phone. All views are reflected in the content of this report.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

There was good evidence from observations, feedback from parents, feedback from staff and other professionals that people are well supported by the service during outreach and this support is promoting positive experiences and improving wellbeing.

Parents highlighted the compassionate approach of staff and their individual commitment to the young people. This was also articulated well in discussions with staff and evident in the interactions we observed during the inspection.

There is a clear endeavour to ensure that outreach is focused on the young person and is influenced by their views and that the service is thoughtful and creative about how it gathers and properly considers their likes and dislikes. The service works hard to make sure that the choice of people using the service is exercised and respected as much as possible.

Providing young people with new and/or fun experiences is central to the ethos of the service and this is also apparent in the agreed plans for working with the young people. There was a strong emphasis of promoting respect for people through their engagement in their community and working in partnership with parents.

Assessing and managing risk is well delivered in this service and there was good evidence that the safety of young people was paramount. Thankfully this did not mean that the service was overly risk averse and there was a clear commitment to ensuring this approach didn't affect new opportunities for young people.

There is an excellent multi disciplinary approach to providing the support that the young people need based on their own specific individual wellbeing needs. The management and monitoring of behaviour is very robust and external staff provide regular consultation and advice to the team.

To get the best out of the outreach support provided by this service, it is important that there is some predictability to services going ahead and the individuals providing support. It is a significant challenge to provide certainty but the service should continue to aspire to minimising disruption.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

5 - Very Good

Planning of the care of the young people using this service is done in partnership with family and other professionals. Monitoring of care ensures that plans respond to the experiences of young people receiving outreach.

There is a strong improvement focus in this service and staff articulate a clear understanding of what young people are benefiting from and the part they play. We observed practice which was consistent with agreed plans.

Review of plans is dynamic and the use of formulation meetings and behaviour support clinics provide regular forums for the team around young people to evaluate and update behaviour support plans. The involvement of external staff in this process is a key strength, as is the involvement of front line practitioners who report feeling engaged and listened to in these meetings.

The presentation of plans for young people could be streamlined somewhat to ensure these are accessible for less regular or new staff. The behaviour support plans are lengthy.

Recordings of the discussions at behaviour support clinics was unclear and reflected a general picture that there may be a need to review the purposefulness of recording systems. The consistency of files may not impact on the quality of care and support but it can make accessing important information difficult. The service should endeavour to ensure that recording systems match the quality of work being done.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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