

Up-2-Us Support Service Housing Support Service

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East Kilbride
Glasgow
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Telephone: 01355 263 358

Type of inspection:

Unannounced

Completed on:

18 February 2020

Service provided by:

Up-2-Us

Service provider number:

SP2009010574

Service no:

CS2010275380

About the service

Up-2-Us Support Service was registered with the Care Inspectorate in April 2011 to provide a Housing Support and Care at Home Service to young people up to the age of 25 years.

The service has two elements, organised from an office based in East Kilbride, offering support to young people within the West of Scotland. These elements are:

1. Time for Change: a dedicated intensive support service for young women who are at risk of harm for a variety of reasons including non-attendance at school, family breakdown, poor mental health or learning difficulties, or at risk of future involvement in the criminal justice system. Referrals are accepted from local authorities providing funding for the service or from professionals involved in criminal and youth justice services, prisons or self-referrals.
2. The Community Prevention Team: is an intensive support service for young men who are at risk of harm or poor outcomes due to anti-social behaviour, offending, breakdown of families and non-school attendance. Referrals are accepted from East Renfrewshire Council. The team engages in flexible and individually tailored support.

The provider also operates a residential care service, Up-2-Us Care, which has three houses in Renfrewshire and Ayrshire but is subject to a separate registration.

The Mission Statement for the organisation is:

"Dedicated to providing bespoke continuous care and support services for vulnerable and high risk young people to assist their safe passage through their early teenage years to young adulthood and beyond".

What people told us

During our visit we spoke with four young people who used the service. All four told us that they were happy with the quality of care and support they received.

Young people told us they felt their involvement with the service had improved their personal situation and they felt in a better place. They had very good relationships with staff and said staff often went above and beyond to support them. Young people valued the 24 hour on call service and all had used this when finding things difficult.

Self assessment

The service was not asked to provide a self-assessment prior to this inspection.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Young people developed meaningful and secure relationships with staff. Staff knew them well and were aware of individual needs. Staff were strong advocates for young people and promoted their rights through work with other agencies and their families. This ensured they had their voices heard and had access to services they required.

Care and support was based on individual needs and reflected the challenges young people faced. Some structured work had been introduced in Time for Change; however, all young people would benefit from more structured work focussed on their needs to raise their awareness of risks and to develop skills for wellbeing.

The ethos of the service was focussed on the importance of relationships and unconditional support. Young people benefited from access to staff 24 hour a day which had prevented crisis situations for some and provided support in crisis situations for others. This was a key strength of the service.

Some young people were supported to access education or engage in personal development activities such as fund-raising events for charities. These provided opportunities to experience achievement and success. Other young people would benefit from different opportunities to identify their personal goals and how to work towards achieving these. See recommendation 1.

We had some concerns about staff recognising and responding to some protection issues and assessed that this had the potential to compromise their ability to protect young people from all forms of abuse. This was compounded by a lack of training for staff in this area and inadequate supporting policies and procedures.

Policies and procedures relating to child and adult protection and safeguarding should be reviewed and a programme of training implemented. See requirement 1.

Comprehensive assessments provided good information which was used to inform initial personal plans for some young people; however, this was inconsistent. Some personal plans reflected individual needs of young people and were linked to the national practice model within GIRFEC policy [Getting it right for every child]. It was difficult to identify effective reviews of progress and needs within many of the plans we read.

Care should be taken to ensure written plans reflect the needs and aspirations of young people as well as the strategies to meet these. They should also accurately record progress made and dates plans are reviewed. None of the young people we spoke to, knew they had a personal plan or an awareness of what personal information about them was within written records kept by the service. The service should consider how young people are involved in the planning of their care and support and ensure they are aware of their rights regarding the storage of personal and sensitive information.

Information within personal plans was comprehensive; however, further development was needed in relation to the quality of some recording to ensure a strengths-based approach which would support a young person's sense of self. Other aspects of recording lacked analysis and did not fully explore the impact of key issues on the young person and the approaches needed to support the young person. In most cases we saw that plans were not accessible to young people. The service should consider the purpose of written records within the plans and ensure the format and review process are in line with legislation and best practice guidance. See recommendation 1.

In conclusion, there were some strengths but these just outweighed weaknesses. Strengths may still be having a positive impact; however, key areas of performance need to improve. This resulted in an evaluation of adequate.

Requirements

Number of requirements: 1

1. Within three months of the publication of this report, all policies and procedures for safeguarding, child protection and ASP should be reviewed and updated. This should be supported by a training calendar which ensures all staff have accessed the training within one year of the publication of this report.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011: Welfare of users - make proper provision for the health, welfare and safety of service users - Regulation 4(1)(a) , and ensure practice is in line with the Health and Social Care Standards which state: I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11).

Recommendations

Number of recommendations: 1

1. It is recommended that the format and contents of personal plans are reviewed to ensure they reflect the needs and aspiration of young people and strategies to meet these. Supporting written records should have a clear purpose, be analytical and framed in appropriate language being mindful of young people's rights to access them currently and in the future. Staff should be supported to achieve this with relevant training, support and supervision.

This would ensure care and support is in line with the Health and Social Care Standards with state: My care and support meets my needs and is right for me (HSCS 1.19); As a child or young person, I am helped to develop a positive view of myself and to form and sustain trusting and secure relationships (HSCS 3.5) and: I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes (HSCS 3.14).

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The service had undergone a period of significant change since the last inspection.

The provider had undertaken a strategic review of the management structure within the organisation and had developed a new structure with clear roles and responsibilities for all leaders.

There were some systems in place which provided opportunities for young people to give feedback regarding their experiences. There was limited evidence of how this was used to inform improvements in how young people experienced care and support.

Some strategic development plans were in place; however, we did not see effective self-evaluation of practice in the service. Consideration should be given to the development of a robust and transparent quality assurance system for assessing the quality of the service against agreed best practice standards. See recommendation 1.

Strategic leaders within the organisation (the Board of Directors and CEO) were fully aware of the need for change and had agreed to implement a 'root and branch' review of the service and wider organisation. The review of policies and procedures for the safeguarding and protection of young people should be a priority within this review.

A programme of support and supervision had been developed based on core competencies for all work roles across the organisation. This had been partially implemented and we will continue to monitor this at our next inspection.

In conclusion, there are some strengths but these just outweighed weaknesses. Strengths may still have a positive impact; however, improvements must be made by building on strengths and while addressing those elements which are not contributing to positive outcomes and experiences for young people. This has resulted in an evaluation of adequate.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. It is recommended that a robust and transparent quality assurance system should be developed and implemented.

This is to ensure practice is in line with the Health and Social Care Standards which state: I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS 4.19).

Grade: 3 - adequate

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	
30 Jan 2019	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	6 - Excellent

Date	Type	Gradings
21 Mar 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
31 Jan 2017	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
2 Mar 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
30 Sep 2014	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
18 Nov 2013	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
26 Oct 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
5 Jul 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

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