

Mallard Go2 Support Service Support Service

Mallard
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Springburn
Glasgow
G21 1AW

Telephone: 0141 558 7575

Type of inspection:
Unannounced

Completed on:
10 March 2020

Service provided by:
Church of Scotland Trading as
Crossreach

Service provider number:
SP2004005785

Service no:
CS2014332671

About the service

Mallard Go2 Support Service provides outreach support to young people. This provides a much needed break for parents/carers, as well as developmental and enjoyable experiences for the young people who access the service.

The Mallard Go2 service operates from an annex of the larger Mallard service, which offers respite and long-term care and support for children, young people and their families.

The facilities are of a good standard. As part of The Mallard, the outreach service has access to a large sensory garden, a sensory room, a kitchen for food preparation and large lounge for relaxation. The aim of the service is to engage young people in developmental activities which can take place within the building or out in the community.

This inspection was carried out in conjunction with an inspection of the larger Mallard service. A separate report has been produced for that inspection.

What people told us

During the course of our inspection, we carried out observations within the service and found children and young people to be happy and confident in their surroundings and interactions. They were experiencing attentive care which met their needs.

We spoke with three young people who were currently accessing the Mallard Go2 Support service who were keen to tell us about the activities they were involved in and were very positive about their experience of support.

We also spoke with the parent of one young person currently accessing the service who was also very positive in their views of the care and support provided. We also received feedback from questionnaire responses from parents. Some comments provided are as follows:

"I just think they're brilliant."

"Go2 has been a fantastic source of support to my son and his family."

"She's come so far and does so much here. I would never have believed that she would be able to do the things she does."

"We are all involved in shaping the package of support he receives."

Self assessment

The service was not required to provide us with a self-assessment for this inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We were satisfied that the service has appropriate child and adult protection policies and procedures in place to ensure the safety of people using the service and that these are being used appropriately where required. The Care Inspectorate recently undertook an audit of Crossreach's recruitment procedures and processes. These were found to support the principles of safe recruitment and protect people who use their care services.

We noted that the service had appropriate policies and procedures in respect of complaints and we considered recent complaints documentation. We encouraged the service to ensure accurate and robust recognition of, and recording of, complaints is undertaken to support their responses.

Children and young people were seen to experience warm, positive, respectful and compassionate care. Interactions were observed to be fun and relaxed with young people clearly being comfortable and enjoying their experiences.

Young people were seen to be routinely supported and encouraged to exercise a high degree of choice in their daily lives. Staff held a good understanding of the needs of children and young people which ensured that they experience care and support which was highly personalised.

The service has responded to needs highlighted by young people and parents and is now operating the Go2 club on Tuesday evenings. This offers young people the opportunity to meet in the evening and engage in activities of their choice, increasing their opportunities for social interaction and offering an evening provision which had previously not been available. This has been well received and continues to be reviewed and developed to meet the needs of the young people attending.

Opportunities for a wide range of activities were available and young people benefited from the chance to experience new things and engage in areas of interest. This aspect of care was highlighted by parents as a significant strength as, in these cases, children and young people were offered the opportunity to have experiences which would not always be possible without the support of the service.

Young people using the service experience a range of complex health and developmental needs which are well met within the service. Staff spoke positively about the training they had received and had access to, which supported them in their roles. We were advised of specific training which is required by staff to meet the individual needs of certain young people which was robust in nature. We were advised that no medication errors had taken place within this service.

We were able to see some positive outcomes for children and young people in relation to their health and well-being, engagement in voluntary work, social opportunities and experiences.

We also had sight of a holiday book containing photographs of young people's adventures. These are provided to the young people to take home and we were fortunate that a parent provided one to us during our time there.

We also noted examples that highlighted the service have been responsive and innovative in use of funding to maximise young people's experiences through care planning to combine time within the service to allow short breaks.

However, at the time of the last inspection, it was highlighted that improvements in relation to care planning, particularly in respect of outcomes identification and evaluation of progress, should be made. At the time of this inspection, we found that this area had not been sufficiently progressed. Our sample of care planning documents (including outcomes recording, monitoring and evaluation and risk assessments) indicated that these were not being used as effectively as the service would have hoped and required to be updated and meaningfully reviewed.

(See recommendation 1)

The information available to us at the time of this inspection indicates that there is a potential for outcomes to be constrained by the inconsistencies in care planning. The meaningful, regular review and update of these documents will act to assist staff in promoting positive, relevant and aspirational outcomes for children and young people and support their safety and well-being. More robust quality assurance mechanisms would further act to support this improvement and ensure consistency in quality over time. (See quality of management and leadership).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should ensure the meaningful and regular review and update of young people's planning and risk assessment documentation to support their safety and well-being, promote positive outcomes and evaluation of progress.

This is to ensure that care and support is consistent 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) and "I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27).

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

There are a number of areas where the service has sustained or driven forward improvements, many in direct response to identified need.

The service was seen to work hard to ensure that staff have been well supported during a challenging time and there is a real drive to support their mental health and emotional well-being. The development day was also used as an opportunity for team building and support, bringing staff teams together and to boost morale.

There is a clear recognition within the organisation of the importance of supporting family members/carers as part of a holistic approach to providing care to children and young people accessing the service. This was reflected in our conversations with staff, parents and other professionals. There is a clear vision held by the registered manager for the development of a holistic service and this is a clearly emerging picture and we look forward to seeing how this progresses.

Significant efforts were made to fundraise for the renovation of the spa pool resulting in an amazing achievement. We look forward to seeing the progress of the renovations and use of the new pool area for children and young people.

We were advised of examples which highlighted the innovative use of the service environment in meeting identified need and progressing a holistic service. For example, the Little Marvels toddler group which offers family/parenting support with opportunities for play for children from birth – 5 years and the planned Mellow Ability pilot project which aims to provide earlier support to families.

We noted, however, some environmental issues which could impact on children and young people's experiences which had not been identified and sufficiently addressed.

The garden areas are a wonderful space which contain a variety of equipment to increase enjoyment of the outdoors. We heard very positive comments from parents and staff regarding the regular use of the area. However, we identified a number of repair and maintenance issues which, although had been identified, had not been addressed. These have the potential to negatively impact young people's experience and outcomes. We encouraged the service to ensure that risk assessments for the area were robust and up to date and to ensure regular visual checks, professional maintenance checks and repair of equipment is regularly undertaken.

Regular checks of the interior of the service were found to be robust; however, we found that one area in particular, which had been identified as high risk, had not been recognised as such and addressed. We have been assured by the registered manager that this will be dealt with as a matter of urgency.

In addition, we found that while systems for quality assuring young people's care plans and related

documents were in place, these were not identifying ongoing issues. This compounds constraints on care planning and outcomes progression for children and young people.

It was, therefore, identified that a number of aspects of quality assurance within the service were not as robust as the service would hope. Improvements in these would reduce risks and promote more positive outcomes for children and young people. In addition, since the time of the last inspection, a number of notifiable events were not passed to the Care Inspectorate. We note that improvement in this area was also encouraged at the time of the last inspection.

(See recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Robust quality assurance systems should be implemented within the service. These should be meaningful and effective in identifying, addressing and monitoring areas for improvement. In addition, the service should notify the Care Inspectorate as detailed in the document: "Records that all registered care services (except childminding) must keep and guidance on notification reporting" (2012 and amended 1 April 2015).

This is to ensure that care and support is consistent 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) and "I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected" HSCS 4.18).

Grade: 4 - 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	
21 Dec 2018	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
16 Jan 2018	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
24 Jan 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
1 Feb 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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