

# Dean & Cauvin Aftercare Service Housing Support Service

Edinburgh

**Type of inspection:**  
Unannounced

**Completed on:**  
4 March 2020

**Service provided by:**  
Dean and Cauvin Young People's Trust

**Service provider number:**  
SP2003002647

**Service no:**  
CS2004056658

## About the service

The service was registered in 2004.

Dean and Cauvin Aftercare and Transition Service works with young people who have been in care both within the organisations' residential services as well as those from the wider community. They provide support to enable young people to have a positive move to independent living, providing ongoing advice and assistance to help young people maintain their tenancies.

The service states its aim as: 'To provide a tailored support service in a way that values young people and their individual needs.'

The service is committed to the following value statements:

We believe that everyone has value and potential.

We will respect and treat you as an individual.

We will support you to access opportunities and achieve your goals.

We will support you to help yourself and respect your choices.

We believe that everyone should be treated the same, regardless of age, class, race, sexuality, religion, physical or mental differences.

Where possible we will treat all information as confidential within the trust.

At the time of the inspection the service was working with 25 to 30 young people through a variety of one to one and group sessions. The service also has a duty service which maintains contact with young people and provides crisis advice and support. The team is line managed by a Senior Service Manager, and made up of 3.5 full-time equivalent (FTE) practitioners. Staff work flexibly to ensure that young people receive a service where and when they need it.

The office base is centrally situated on the West side of Edinburgh with convenient access to public transport links.

## What people told us

We visited the service on 14 January 2020 and then again on 12 February 2020. During our first visit we met with one young person being supported by the service. On our second visit we met with two young people individually. We sent 20 Care Standards Questionnaires and five of these were completed and returned to us.

We received generally positive feedback from the people in the service who shared their views with us. The young people we spoke with had good relationships with staff members and they felt that staff cared about their well being.

People being supported within the service made the following comments:

'I get on really well with the staff ... I pop in frequently. I feel I can just drop by. Staff are like family to me. They help me with things. I no longer have a keyworker. Staff are respectful and very open minded.'

'I went to an event on stress control and it helped me develop my coping strategies. It helped me to identify what was stress and what the triggers were, now I can cope better with stress.'

'I wouldn't be where I am now if it wasn't for Dean & Cauvin.'

'They've helped me get my own house ... I get on well with all the staff, they're all great ... Staff care about me, I always get a warm welcome. I phone them up whenever I'm in crisis ... I have attachments with the staff.'

'Staff here helped me to stabilise my lifestyle. I'm learning how to take better care of myself. Staff understand how I feel and what I've been through. If I'm no happy I tell them, I feel comfortable telling them what I think ... They've helped me loads. They listen to me. They pick up on my moods, they know how I feel.'

'Staff have helped me keep on top of appointments.'

'Staff listen to me. I see staff as supportive. I trust the staff, I couldn't ask for better staff to get help from. You just have to ask for help and they do what they can to help.'

'Staff have got the knowledge and experience needed to help us. I can't think of anything they could improve on, they do the best they can.'

'We get food parcels twice a week if we need them.'

'I can come in and use the computer for job search.'

'Its been a positive experience with aftercare, nothing negative.'

## Self assessment

A self assessment was not requested prior to this inspection visit.

## 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

We found that young people within the service were encouraged to make their voices heard within the service. We spoke with some young people who were members of the service users' working group. Young people who were members of this group had been involved in recruiting new staff to the service. Young

people within the service had been actively involved in fundraising events for the organisation. We found the organisations' board of management involves individuals who had been supported by the service.

We found the service prioritised building strong relationships with the people they supported. Young people within the service told us that they enjoyed good relationships with staff whom they described as respectful and caring.

We found that there were support plans in place for each of the young people within the service. The young people we spoke with told us that they had been involved in identifying and agreeing their support needs. This meant that staff were able to access information needed to ensure that support provided was informed by an assessment of each individual's needs and wishes.

We found there were risk assessments in place for the individual young people being supported. We also noted that there were adult/child protection policies and procedures in place. These measures helped to ensure that risks related to individuals being supported within the service were minimised.

Young people within the service received support on both a practical and emotional level. Young people told us that they felt comfortable confiding in staff. The service ran various activities and workshops. This included a 'cooking on a budget' workshop. These activities helped young people to build necessary skills as well as providing an opportunity for young people to socialise. Staff also supported young people to identify, and build on, supportive relationships with family and friends. With the consent of the individual young people, the service monitored young people's use of social media and this helped to ensure that young people remained safe.

The service had developed a 'moving on in' programme which was a training programme focused on building skills in independent living. This programme was delivered 1:1 and provided an opportunity for young people to evidence that they had the skill required to live independently. This programme helped young people to secure their own tenancies.

If desired by the young people, staff members offered to make themselves available to accompany them to attend appointments at local agencies. We found that staff also worked closely with local agencies to ensure that supports delivered across agencies were streamlined.

We found from speaking with staff members that there was strong team working. The staff we spoke with told us that they received regular supervision and that they felt supported by the organisation, including by the board. One staff member described their supervision session as being a good 'sounding board.' We heard that the service manager had an open door policy. Staff members felt comfortable seeking advice and support outwith formal scheduled supervision sessions. Staff members we spoke with told us that the service manager provided regular debriefs, as appropriate, to address any concerns within the service.

We found that staff had good access to training and development opportunities. We noted that the service held a staff training database and that this allowed the service manager to monitor each staff member's progress towards their identified training needs and goals. We noted that staff members had recently completed training in sexual exploitation awareness. Training in child and adult protection was incorporated within the staff induction programme. We spoke with two relatively recently recruited staff members.

These two staff members both told us that they had benefited from a thorough induction which had prepared them for their role. We read a personnel file for one of these two staff members and noted that this individual had received regular supervision throughout their probationary period and that the induction checklist had been completed. This range of measures ensured that staff had the skill and knowledge they

needed to respond appropriately to the care and support needs of the young people being supported within the service.

## What the service could do better

The service has agreed to explore staff training in the administration of naloxone. This is an opiate blocker which when administered in the event of overdose can be life saving. This will help to ensure that risks to young people are minimised.

The service should ensure that they are familiar with the requirements of the Care Inspectorate notification guidance and notify us accordingly.

The service was pursuing funding to provide a service to young people which would assist them with their financial management.

Progress with these areas for development will be followed up at the next inspection.

## 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).

## 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.

### Inspection and grading history

Date	Type	Gradings
14 Dec 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
22 Dec 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
3 Feb 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
11 Jan 2012	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
15 Jan 2009	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

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