

Family Focus Service (Aurrida House) Child Care Agency

Aurrida House
Papdale Loan
Kirkwall
KW15 1JR

Telephone: 01856 876160

Type of inspection:
Unannounced

Completed on:
9 January 2020

Service provided by:
Orkney Islands Council

Service provider number:
SP2003001951

Service no:
CS2005087402

About the service

The service was registered with the Care Inspectorate on 25 April 2005.

This service is managed by Orkney Islands Council and provides a range of support to young people with additional needs in their own homes. The Family Focus Service office base is in Aurrida House which is a respite unit that supports young people and families to have access to short breaks.

We check services are meeting the principles of Getting it Right for Every Child (GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

We wrote this report following an announced inspection that took place on 2 December 2019. We concluded the inspection on 8 January 2020 and provided feedback on 9 January 2020. Between these dates the service provided us with the additional information we requested. We looked at how the service supported children to reach their potential and how they monitored the quality of children's experiences.

At this inspection we spoke with the manager.

What people told us

We sent out questions to parents/carers and staff and spoke with one family who use this service as part of this inspection. We also had feedback from three members of staff.

Comments from the family included:

The Family Focus staff work according to our child's care plan and record accordingly. We meet with the manager regularly to discuss our child's care. The staff have regular training to ensure that their skills are up to date and are appropriate for our child's care and safety. We are happy with the service that our child receives, we have a small team who definitely all have our child's best interest at heart and have total trust in them.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own monitoring paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

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

What the service does well

Personal plans were in place for the child using the service. These were very comprehensive and gave a complete overview of the child's needs as well as what brings them joy and happiness. The personal plans highlighted children's support needs which included likes/dislikes, risks and wellbeing prompts/feelings, physical capabilities, experiences and activities. Detailed risk assessments helped to inform staff about children's support needs. This was updated on an on going basis. This helped staff provide considered and individualised support. Meaningful information was shared between the manager, staff and the family on a daily basis to ensure they were meeting the child's needs. This was positive as it highlighted the value and respect the service had for the family as a whole. Protocols were in place detailing expectations for families from both the service and staff.

Families using the service were involved in the evaluation on a daily basis. The service worked very closely with the family in all aspects of their child's care, offering support and advocacy when working with other agencies. For example they were asked to feedback after each session about how well the care was provided as well as how the staff provided their care. By involving families in assessing the service meant that the service could be responsive with the support being tailored to suit their individual needs. Staff also recorded daily logs for the manager to audit and discuss any concerns or changes to the support being provided.

The provider ensures staff have access to a varied and meaningful range of training throughout their time in the service. Some examples of the types of training being provided are First Aid, Child Protection Moving and Handling, Medication Theory and Practical, Phara and Epilepsy. This range of training provided staff with very good opportunities to enhance and develop their existing skills and knowledge which would promote positive outcomes for children.

Formal and informal supervision is completed regularly for staff by the manager who receives feedback on support and practice from the family. The manager also has a monitoring overview of staff. The staff and manager were proactive and keen to develop and make improvements to the service provided to children and families.

What the service could do better

We discussed how the service should formalise their development plan to ensure that any improvements are meaningful and tracked to promote quality and best practice.

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.

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

Recommendation 1

The service to raise the awareness of staff's knowledge of child sexual exploitation through training and development sessions.

National Care Standards, Childcare Agencies - Standard 5: Management and Staffing.

This recommendation was made on 15 December 2016.

Action taken on previous recommendation

This recommendation has been met. The service had provided child protection training including child sexual exploitation.

Recommendation 2

All families should have detailed assessments of their needs to ensure that the service provided will be able to provide support for those support needs.

National Care Standards, Childcare Agencies - Standard 5: Management and Staffing.

This recommendation was made on 15 December 2016.

Action taken on previous recommendation

This recommendation has been met. The family using the service were provided with meaningful and detailed information as to how the service will meet their child's needs.

Inspection and grading history

Date	Type	Gradings
9 Nov 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
15 Jan 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
14 Jan 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
30 Aug 2012	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
31 Aug 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
15 Dec 2009	Announced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed

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