

Sacro National Intensive Support Package Offender Accommodation Service

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Sacro

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About the service

SACRO National Intensive Support Package (NISP) is part of the national provider group SACRO.

The service provides close monitoring and intensive support to those at high risk of offending and the service is delivered across Scotland. SACRO NISP is registered to support and monitor up to 10 individuals at any one time. At the time of our inspection visit the service were supporting and monitoring four individuals.

SACRO NISP's aims are to enhance public protection and community safety. The service's objectives are to:

- Increase personal strengths and resilience
- Rehabilitate individuals back into the community
- Continually evaluate, develop and improve the service.

An intensive support package can vary from the provision of 12 hour weekly support to the provision of a 24/7, double staffed support and monitoring arrangement. Some individuals referred are subject to statutory supervision via criminal justice social work, others are referred from forensic mental health teams and, more recently, the service has also supported young adults with complex needs who have been referred via social work. The service can support individuals on a voluntary basis who may not be subject to any statutory measures.

The level of intensity and nature of support/monitoring is tailored, in consultation with relevant agencies, to match the assessed needs and risks of each individual. The staff team work closely with other responsible agencies in relation to on-going risk assessment and risk management, with public safety being given key consideration.

What people told us

The inspection occurred during February 2022 and therefore took place during the Covid-19 pandemic. The inspection was conducted mainly remotely using telephone and video calling technology. During the inspection we spoke with three of the six people being supported and monitored in the service. These discussions were conducted by telephone. They reported having positive relationships with the service staff and feeling that the staff respected them and supported them to participate positively in activities in the community.

All social workers we spoke with were impressed with the services observations logs and daily communications. They described how the logs were very detailed and therefore assisted with reviewing plans and keeping up to date with the individual progress of those experiencing care and supervision and consequently being aware of any changes required to the plans.

Most social workers also described service staff as having sound values in assisting and supporting the individuals experiencing care and supervision. One social worker stated that the service team were 'absolutely brilliant, fantastic, a credit to themselves' and had worked hard at developing a relationship with the person experiencing the support of the service.

One social worker reported thinking that the service staff were more geared to monitoring offending than a community care role. However, the individual using the service stated they wished to stay with the support being offered and the service had responded to the social workers request for particular support.

Social workers also described staff doing really valuable work with challenging behaviours and building relationships to effectively set appropriate boundaries whilst promoting the rights of the individuals.

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 staff team?	5 - Very Good
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

We found significant strengths in aspects of the care and supervision provided to those experiencing support from the service and how these promoted positive outcomes for people.

We therefore evaluated this key question as very good.

The SACRO SNISP staff had a very clear understanding of their support and monitor role; the balance to be sought between these and the changing priorities that can occur should risk levels change for any reason. In fulfilling these roles the staff were working hard at engaging with service users and building and maintaining positive relationships.

Through building these positive working relationships with the service users, staff were empowering them to access the facilities in the community. People using the service told us of occasions when staff had supported them through challenging situations. Through showing respect for the service users rights staff demonstrated pro social attitudes and values and evidenced a strong understanding of the needs of the service users whilst balancing the need for public reassurance with regard to any legislative restrictions.

Service users we spoke with told us that as they felt that service staff listened to, and respected them they could therefore discuss problems and any difficulties they experienced.

These individual needs of the service users directed the support the staff provided. Where necessary and appropriate the staff accessed additional guidance and learning to ensure the support was tailored to these individual needs.

People using the services were being supported to integrate into the community where appropriate, meeting with employment or training agencies for example. Where statutory conditions imposed limitations or restrictions, the service staff worked with service users to explore alternative opportunities. Subsequently, meaningful activities and/or employment opportunities were accessed. Similarly independent living skills were enhanced and developed, with the service users and staff working collaboratively to achieve these. This enabled the individuals to further develop the responsibility to maintain their tenancy. This high level of support promoted positive outcomes for service users and positive reintegration to the community.

The service users were also supported to engage in positive social opportunities, such as attendance at music concerts or social group meetings, to broaden appropriate peer and social relationships.

Service users we spoke with stated that they felt safe living where they did. They were aware of staff responsibility for their support and guidance but also their own responsibility to the wider community. The service users were fully aware that procedures were in place to ensure this.

Service users health needs were also promoted. Where necessary, staff would actively support service users to appointments or would provide appropriate levels of guidance and advice to aim to achieve the highest possible levels of health care. This support varied from encouragement and guidance to accessing and maintaining health appointments to making and preparing food; dependent on the individual level of need.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the staffing of the service and how these strengths promoted positive outcomes for people. We therefore evaluated this key question as very good.

Staff at SNISP offered a flexible, supportive service. They had a good understanding of their key role in community safety and the reintegration of high risk offenders to the community.

The service was well staffed, being able to draw on a large pool of skilled and experienced personnel to select individual staff whose skills, qualities and experience were matched to the specific risks and support needs of the individuals within the service. This helped to maximise the quality of support and monitoring provided by the service.

Staffing levels of support were assessed continually and reviewed three times weekly. This ensured they had the right level of support with appropriate skills for the service users needs. Where possible, to maintain positive relationships, the service users preferred staff were made available.

The service did not complete a formal staffing needs assessment as stated in the Care Inspectorate (CI) guidance document 'Records that all registered children and young people's care services must keep and guidance on notification reporting'. However staffing levels of support and skills were assessed continually and reviewed as described above by the manager and senior staff. We discussed the CI guidance with the manager and explored means by which the current practice could be amended to suit the guidance requirements. We look forward to seeing this at the next inspection.

The staff group had very good access to training through the 'forensic network' and a wide range of online training modules were available to enhance their previous skills and experience.

A central record of completed training allowed the management team to monitor individual's progress towards completing their individual identified training goals. This also ensured that training completed reflected the requirements of specific staff roles and with regard to service users needs.

Staff told us they felt they were able to rely on the service's information and communication systems which helped to ensure they could be clear on what was expected of them in terms of effectively supporting and monitoring each individual within the service. During the inspection we were impressed with the use of the service 'hub' which ensured speedy transfers of information. This very effective communication within the team, and with multidisciplinary partners, was greatly appreciated by the majority of social workers we spoke with during the inspection.

Staff spoken with described a very well managed, strong team who's collective skills, knowledge and understanding provided a very good quality of support for service users, balanced carefully with their role in public protection. In discussion with staff they demonstrated an awareness of how important this role and balance was, while also being committed to providing the support service users needed to progress in their lives and to successfully reintegrate into the community.

How well is our care and support planned?

5 - Very Good

We found significant strengths in aspects of how care and support was planned and how this supported positive outcomes for people, therefore we evaluated this key question as very good.

Where there were statutory limitations or restrictions on individuals, the service staff monitored these appropriately and with respect and due regard to individual's dignity. Staff were very aware in implementing the support plans of the dual role of support and monitoring for some service users.

Highly individualised assessments collated information from a wide range of appropriate, credible and professional sources. These risk assessments and associated 'local instructions' were of a very high standard. They provided detailed and updated dynamic and specific information for staff working with those individuals experiencing support by the service.

Similarly the staff's notes of observations were emailed to social workers daily providing high levels of feedback on assessment and observations regarding the progress of plans. Any concerns were also recorded through these notes in addition to being notified more directly when required. These processes meant that detailed support plans and robust risk assessments/risk management plans in place for each individual were reviewed regularly.

As reported previously, staff we spoke with told us they had confidence in the service's information and communication systems which helped to ensure they could be clear on what was expected of them in terms of effectively supporting and monitoring each individual within the service.

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 and wellbeing benefits from their care and support	5 - Very Good

How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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

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