

Empower Care Scotland Ltd. - Community Support Support Service

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Unannounced

Completed on:
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Service provided by:
Empower Care Scotland Ltd.

Service provider number:
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Service no:
CS2011298687

About the service

Empower Care Scotland Ltd - Community Support is a support service with care at home that works with young people with additional needs in North Lanarkshire. It provides individual support both in the community, within education and at home. The service also runs daily activity clubs within it's office base.

About the inspection

This was an unannounced inspection which took place on 8, 12 and 14 January. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service:

- we spoke with two people using the service and seven of their family
- we also had four responses to our parental survey
- we spoke with 11 staff and management and had 10 responses to our pre inspection survey
- we observed practice
- reviewed documents
- spoke with visiting professionals four external professionals and had three responses to our pre-inspection survey.

Key messages

- Matching between staff and young people was prioritised which ensured excellent outcomes.
- Support was highly individualised and outcomes were regularly reviewed.
- Consistency in staffing allowed positive long term relationships between young people and staff.
- Parents had a high level of confidence in the organisation.
- Staff were well supported by management.
- The service had a warm and welcoming ethos and staff worked well together.

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?	6 - Excellent

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 provided and how these supported positive outcomes for young people, therefore we evaluated this key question as very good.

Young People were recognised as experts on their own experiences and wishes. An individualised approach to care planning ensured that support met identified need and families were fully included in planning. One parent told us "I am involved in all decisions for my daughter's needs. They tailor her support around everything I have told them about her wants and needs". This person centred approach meant that young people using the service experienced positive outcomes.

Consistency of staffing meant that staff had a high level of knowledge of how to meet young people's needs. One parent told us that staff "are very tuned in to what my son's needs are and can see when he's unsettled and know exactly what to do to comfort him and resettle him". Parents had a high degree of confidence in the service and were very positive of the relationships staff had developed with young people.

Support enabled young people to engage with education and promoted positive activity to build confidence and develop identity both in the community and within clubs run by the service. These clubs also promoted social bonds and allowed young people to build and maintain meaningful relationships. Staff were well supported to understand the impact of health needs and clear assessments were in place when these were required.

Young people had care plans in place with clear outcomes that were formally reviewed every six months. This ensured that support remained effective if young people's needs changed.

Staff were trained in child protection and understood their responsibilities to protect young people from harm and neglect. There was effective communication between staff and management. Staff were confident that managers were approachable and they could raise concerns, this ensured that young people's safety was prioritised.

How good is our staff team?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for young people.

A considered approach to matching ensured that young people experienced high quality support from staff who were compatible to their needs. Consistent feedback from parents was extremely positive regarding how the service went at their pace and took time to understand both the young person and their family's needs and introduced staff who were well suited to provide support.

Parents had a high degree of confidence in the staff providing support and they were very positive about the quality of relationships that had developed. One parent told us that when experiencing support it was like their child was "being cared for like he was their own and it's certainly not just a "job" for the carers on our package."

Staff had a strong understanding of their role and were appropriately skilled to provide effective support. One external professional told us "Empower ensure support workers have the right skills for the young

person. Support workers support young people with their interests while ensure their individual needs/ care plan is adhered to."

The service was flexible in how support was provided and this was based on individualised need. High staff retention meant that support was consistent which ensured that young people's needs were consistently met.

People using the service and staff benefitted from a warm atmosphere and excellent working relationships were evident. One staff member told us "It's like a extended family environment were we all support each other from the office staff to support workers to young people and families. Having that relationship is what makes it work having a good relationship with our families is paramount to giving the young people the best care and support."

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support consistent delivery of the service that promotes good practice and provides staff with the knowledge they require to support people the provider must ensure all staff get access to regular supervision, appraisal and relevant training. Implementing individual training plans and training analysis will support management to monitor staff learning and development.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'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); and 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This area for improvement was made on 10 October 2023.

Action taken since then

Clear training plan in place for staff with mandatory training expectations. Systems were in place to monitor staff training is taking place within required timescales and staff receive regular supervision.

This area for improvement has been met.

Previous area for improvement 2

Care and support planning, including risk assessment and management, should be consistent and reflect the support people require to meet their individual outcomes. The service must ensure that outcomes identified within support planning are SMART (specific, measurable, achievable, realistic and timeous). This will enable staff to be clearer about how to support people to achieve their goals and aspirations.

Inspection report

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15); and 'My care and support meets my needs and is right for me' (HSCS 1.19)

This area for improvement was made on 10 October 2023.

Action taken since then

Consistent approach to care planning using a new care plan format which identified goals and was regularly reviewed. Language in care plans was sensitive and child centred Risk assessments viewed were robust and clearly outlined risk management strategies.

This area for improvement has been met.

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
1.2 People get the most out of life	5 - Very Good
How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent

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