

Care service inspection report

Full inspection

Dean & Cauvin Aftercare Service Housing Support Service

68 St Johns Road
Corstorphine
Edinburgh



HAPPY TO TRANSLATE

Service provided by: Dean & Cauvin Trust

Service provider number: SP2003002647

Care service number: CS2004056658

Inspection Visit Type: Announced (Short Notice)

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of care and support	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good

What the service does well

The service is providing support to match young people's needs. They can adapt if circumstances change with the young people. Staff have built up very positive relationships with the young people and are familiar with their needs and circumstances.

Participation is embedded in service delivery and the staff team are creative in how they engage with young people and gather their views.

What the service could do better

The service should continue to build on some of the recent developments and staff appointments to increase the consistent approach to service delivery that they have achieved. This will continue to widen the opportunities for young people in receiving a valuable, needs led service.

What the service has done since the last inspection

Since the last inspection the service has extended on the group work they provide. They have continued to look for ways to make improvements for young people, ensuring a wide range of opportunities for young people to pass on their views.

Conclusion

Overall the service has continued to provide a quality service to young people during a period of change. There is now a full staff team in place to take service developments forward in a proactive way.

1 About the service we inspected

Dean and Cauvin Aftercare 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 works with around fifty people each year through a variety of one to one and group sessions. The team is made up of seven staff, a Service Manager, Aftercare Social Worker, Aftercare Team Leader, two Group Work Co-ordinators (1.5 FTE) and two Aftercare Support Workers (1 FTE). Staff work flexibly to ensure that young people receive a service where and when they need

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of care and support - Grade 5 - Very Good

Quality of staffing - Grade 5 - Very Good

Quality of management and leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report following a short announced inspection. This was carried out by a Care Inspectorate Inspector. The inspection took place on 16 December 2015. We gave feedback to the Manager, the CEO and the Commissioning Officer from Edinburgh City Council on 22 December 2015. We also considered further information which we asked them to send us on quality assurance systems following the inspection visit.

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the provider to complete and submit to us.

We met with four young people during this inspection. We spent time in the service during the day and we joined young people for a group during our visits.

During this inspection process, we gathered evidence from various sources, including the following:

We spoke with:

- four young people using the service
- the Manager
- the Chief Executive
- seven Social Care workers
- one external professionals
- the Local Authority Commissioning Officer

We looked at:

- information, including the service plan for how they will involve people and how they can have their say including feedback from external professionals
- minutes from staff meetings
- activity calendars
- care & support plans
- questionnaires and feedback
- individual information recorded about young people
- staff training records
- health and safety records

We took all of the above evidence into consideration when writing this report. We also took into account the Public Services Reform (Scotland) Act 2010 and its associated statutory instruments, the National Care Standards and the Scottish Social Services Council (SSSC) Codes of Practice for Social Service Workers and Employers.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how the people who used the care service had taken part in the self-assessment process.

Taking the views of people using the care service into account

We spoke with four young people during the inspection visit and we received seven Care Standards Questionnaires from the young people prior to our visit. Young people's views were positive and we refer to these throughout the report. One young person gave us a video of her feedback as well as a letter to support her positive experience with the service.

All young people agreed with the question 'staff have enough time for me'.

Taking carers' views into account

We did not speak to any parent's or carers during this inspection.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

“We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.”

Service Strengths

At this inspection, we found that the performance of the service was excellent for this statement. The service encouraged young people and their families to participate in assessing and improving the quality of the care and support provided very effectively.

We looked at support plans, reviewed records, and observed young people and staff to assess this statement. We spent time in the service during the day and joined young people within one of their group work sessions looking at funding.

To make this assessment we spoke to young people as a group, staff and managers and considered feedback from external stakeholders. We took account of; the self evaluation returned to the Care Inspectorate, the previous inspection report, service user questionnaires and any notifications we may have received. We also examined a sample of written and photographic evidence including support plans, videos and minutes of meetings.

The service demonstrated a strong culture of participation and a commitment to the involvement of young people. This commitment was shared and understood by the Manager, staff and young people. Young people told us "staff listen to them and always give them an answer to their questions." They also told us that they "liked coming to the service and the group work increased their confidence".

As a result, young people were extremely positive about their experience of being involved in making decisions at Dean and Cauvin Aftercare service. We could see this was based on trusting and respectful relationships between staff and young people. Young people told us staff always had time to speak with them and that they felt their views and opinions really mattered.

Young people told us that:

"Staff went above and beyond in their work with them".

"That they always felt welcome at the service".

"Staff listened to them and tried to make things better".

"The best thing about being involved with the services was that everyone cares about what you think".

"Staff supported me to engage with other services".

As well as the excellent opportunities to ensure young people participated in their own support, the service demonstrated a strong commitment to group participation for the development of the service overall.

Young people were involved in wider organisational forums, groups and events and the information from these were well documented. Young people spoke to us about their involvement on a range of levels including joint activities with other young people from local services.

We found that the staff team met on a regular basis. We sampled minutes from their meetings and found that staff were able to contribute to the agenda and discussions were full and took account of the service improvement agenda.

Team meetings also took account of individual young people, developments and responsibilities. This meant that young people felt staff listened to what they said and took action to make things happen.

Young people's views were considered around staffing and used to inform staff supervision and recruitment. Young people completed exit questionnaires and the information gathered was used to inform developments in service delivery.

Young people have been active participants in organising and running social activities and planning trips. We met with a group of young people who were supporting the service with a funding application. Their comments, feedback and commitment to this group was commendable. It was evident these well established systems have helped young people to be to develop confidence and a sense of self-value.

One young person who could not attend prepared us a short video and written statement with her views. She told us she was more than happy with the service she receives. We saw this method of feedback and use of IT equipment as forward thinking and creative.

Areas for improvement

We have made no specific recommendations for further improvement and encourage the service to continue to maintain the consistent approach they have achieved with participation by service users and their families.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 2

“We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.”

Service Strengths

This statement was examined as we are looking at the positive outcomes for young people in this inspecting year. Our focus under this statement is to access the levels of engagement and how young people are supported by the service to attain positive opportunities and experiences. We are also concerned with their wider achievements and positive progress.

We found young people had a range of opportunities for developing skills and develop independence in their transition to adult life. Staff worked well with other agencies to develop and implement a joined-up approach to supporting young people. This included supporting transport arrangements, engaging with the organisations newly implemented transition service, encouraging attendance and sharing information. This level of effective communication and a shared understanding is a crucial factor in supporting and safeguarding young people.

We found that the service had very good systems in place to make sure that young people's needs were met. We concluded this after discussions with young people, staff and the Manager; attending the group work session and from looking at records.

We saw that young people's support plans clearly identified any support needs and saw evidence of staff encouraging young people in registering with and attending a range of appointments.

The service had links with a range of services which may be helpful in addressing behaviour which was presented by young people, and specific support which they could provide. In addition, the service had links to a mental health services and substance misuse agencies.

Risk assessments were in place for each young person. These clearly identified areas where the young person's behaviour could put them or others at risk of potential harm, and the steps staff should take to minimise these. We could see that staff were working with young people on recognising their risk taking behaviours.

Staff identified issues with young people such as when they may have difficulty with managing boundaries, conflict or risk of exploitation, and worked with them in developing strategies to reduce the impact from these issues. We saw that staff were sensitive towards difficult issues for young people and worked with them to support them through these. We saw that staff also guided young people in issues with their relationships and family contact.

Staff provided practical support in helping young people develop skills in budgeting, cooking and general domestic chores, to help the young people learn to live independently.

Group work sessions covered areas where young people needed more support for their health and well-being, as well as for the health and wellbeing of their children. Young people told us this helped them feel more confident, as well as being an enjoyable experience. Group sessions were planned ahead so that the young people knew which topics were due to be covered. Staff also arranged outings for the group, with transport, and provided childcare for some occasions to allow the young people to participate.

Staff were aware of their responsibilities in Child Protection and Adult Support and Protection, and had training to ensure they were confident in the steps they should take if they had any concerns in this regard.

Areas for improvement

The service should continue to build on some of the recent developments and staff appointments to increase the consistent approach to service delivery that they have achieved. This will continue to widen the opportunities for young people to receive a valuable, needs led service.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of staffing in the service."

Service Strengths

Evidence found in Quality Theme 1 Statement 1 also applied to this statement. We saw that the service used the same systems for consultation about the staffing.

Areas for improvement

Areas for improvement identified in Quality Theme 1 Statement 1 also applied to this statement.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 2

“We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.”

Service Strengths

This statement was examined after a review of; the self evaluation returned to the Care Inspectorate, the previous inspection report, service user and staff questionnaires, placing agencies and external professional's feedback any notifications and complaints we may have received.

We made a visit to the organisation on 25 June 2015 to carry out a safer recruitment evaluation for this area. We spoke with the CEO and the Administrator responsible for recruitment files.

We viewed a selection of staff files across the organisation including newly appointed employees to assess this statement and took account of the organisations policy and procedures, staff information and induction process.

We confirmed that recruitment procedures were followed in accordance with best practice guidance, legislation and the Code of Practice set out by the Scottish Social Services Council (SSSC).

The service based their approach following these documents and developed their policies, procedures and guidance on legislative requirements. Examples of appropriate data protection and confidentiality procedures confirmed safe recruitment practices were adhered to.

The induction for new staff also included sessions on values in residential child care, child & adult protection, safe care and behaviour management techniques. These provide the cultural direction and ethical basis for working with young people and families and reflected key principles. From discussion with staff and the Manager and from our observations during this inspection we found that the service was achieving very good standards for this statement.

Areas for improvement

The Provider should continue to build on the progress made in this area since the last inspection. They should consider introducing a check list for the recruitment process to ensure that it can be seen at a glance when new employees are ready to take up direct work with young people.

This will ensure a safe environment for young people to stay is maintain when recruiting and employing staff and all staff employed to work with young people have met the necessary conditions for employment in this area of work.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service."

Service Strengths

Evidence found in Quality Theme 1 Statement 1 also applied to this statement. We found the service used the same systems for consultation about the management.

Areas for improvement

Areas for improvement identified in Quality Theme 1 Statement 1 also applied to this statement.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 4

“We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide”

Service Strengths

At this inspection, we found that the performance of the service was very good for this statement. The service gathered feedback from young people and external professionals and used these to enhance developments in the service. We could see how changes were made based on these views. Young people told us the service valued their involvement and asked them how they felt about the service they received.

Young people told us that they met with staff regularly and they attended meetings about their developments and plans. We could see that all the senior management team knew the young people well. We observed natural and open communication with all the staff and young people.

The Manager was involved in developing aspects of the daily running of the service and had a very good overview of the young people's care. She attended activities and events and met with staff to discuss progress. This meant that young people knew the whole staff team well.

We found the Manager was pro-active in their role and young people valued her input on a day-to-day basis. This helped the Manager to have a clear overview of the service needs and to deploy resources accordingly. We observed supportive relationships between the Manager, staff and young people we met during our visits.

The service had in place a range of audits and monitoring systems including; financial checks, budget monitoring and human resources records. Regular reports were completed by senior managers and the Board to inform the Provider about the way the service was working to meet its stated aims.

The Provider carried out internal audits to monitor health & safety to check areas of safety for young people and staff. Changes to service delivery were approved by the Board and we reviewed presentations that had been put before them for approval. Minutes of these meetings showed that the process for reporting to the Board had improved.

As previously mentioned, staff meetings took place which provided the whole staff team the opportunity to be consulted and informed about all aspects of the service. The staff team could access all the necessary policies and procedures to inform practice.

The service gives consideration to the development of a quality assurance system that can monitor the general running processes, such as policies and procedures, staff support and supervision and monthly checks and reports. Staff reported supervision as being an area which has greatly improved over the last 6 months.

Changes to the team meeting format meant that these now considered practice development as part of a rolling program. Staff told us they valued this change. We observed staff to be confident in sharing their views during a team meeting we attended.

Overall, we found that the service was performing to a very good level in this Quality Statement. Some of the systems described in Quality Theme 1 Statement 1 also applied to this statement.

Areas for improvement

The service should continue to identify their own areas for improvement through the self evaluation process. They should consider how they develop the information submitted to us in their self assessment.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

There are no outstanding recommendations.

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings	
3 Feb 2014	Announced (Short Notice)	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 6 - Excellent 5 - Very Good
11 Jan 2012	Unannounced	Care and support Environment Staffing Management and Leadership	6 - Excellent Not Assessed 6 - Excellent Not Assessed
15 Jan 2009	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good 5 - Very Good

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