

Dean & Cauvin Aftercare Service Housing Support Service

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Type of inspection: Announced (short notice)
Inspection completed on: 14 December 2017

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

Service provider number:
SP2003002647

Care service number:
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.

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 seven full-time equivalent (FTE) practitioners: Transitions Manager, two Group Work Co-ordinators, two Aftercare Support Workers, a pathways coordinator, an independent living officer, and a transitions worker. Staff work flexibly to ensure that young people receive a service where and when they need.

What people told us

We only met with two young people during the inspection but received seven completed questionnaires and had access to other feedback provided to the service. The feedback we considered was largely positive and we were specifically encouraged by the enduring support provided to young people and their commitment to the service.

Self assessment

No self assessment was required from the service for this inspection.

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

The majority of young people we considered during this inspection had achieved a number of largely positive outcomes. Attributing these outcomes is very difficult but we considered that the service played a particular part in achieving the following positive outcomes.

We found that young people had improved confidence and reported that their views have been respected. The support provided enabled some of the young people to achieve positive outcomes in relation to education, employment and housing. We also heard of a number of examples of improved safety and nurturing relationships. We found a couple of specific examples where young people had experienced positive change in relation to their mental health.

There were key strengths we identified during this inspection which we believe were important in the service achieving best outcomes for the young people they look after.

The relationships between staff and young people - the service understands that the most valuable part of the intervention for influencing change and positive outcomes is the relationship established with young people by key staff. We found good evidence that these powerful relationships were being established and sustained with young people. Young people who use this service have developed close relationships with individual workers but have also developed a close affinity with the larger service. We found some very good practice which will ensure that young people are aware that the service is there for them should they need them.

The assessment of need and intervention with young people - we found that the service and its staff are very creative in thinking how best to support young people: direct 1:1 support, working in partnership with others in delivering group work, practical support to progress housing and welfare issues; and signposting to other services where necessary. The service has also responded to consultation with young people, leading to the development and delivery of the 'moving on in' programme which appears to be effectively supporting young people through transition out of care. We look forward to finding out more about the impact of this service and outcomes for young people in particular when we inspect again.

Guidance and support given to staff - we found that processes for providing good leadership and support to staff were well developed and consistently evolving. Meeting as individual teams is backed up by a larger team meeting which is structured to provide an opportunity for reciprocal feedback between managers and front line staff. We also heard that individual supervision was regular and included not only an opportunity for staff to reflect on individual cases but to consider their own professional development and the part they can play in further development of the service. We were confident that the plans the service has for the future fit with the larger organisational plans and give the service the best chance of sustaining most of the work they are doing.

Senior staff have an active interest in the work of individual staff and their availability ensures there is a healthy awareness of current pressures but also a critical distance for them to support effectively when required in a crisis. This is a very supportive environment to work in and we considered this a real strength of the service.

What the service could do better

We did find some evidence where young people were experiencing negative outcomes. Similarly, attributing negative outcomes to the service is very difficult but we were satisfied that the service was aware that some young people had been more difficult to support and we were satisfied that the service reflects on these experiences with a view to improving success with more resistant young people.

We found no major areas for improvement but there were a number of findings we would ask the service to consider.

Care planning - it was unclear from the feedback we had and the records we looked at how the involvement of young people in developing care plans is evidenced. This includes updating risk assessment where this is required. We will look at this at the next inspection.

Moving on in - another aspect of care and support we look forward to reviewing at the next inspection is the impact and outcomes from the moving on in initiative and we would encourage the service to collate findings to identify learning and make any necessary changes.

Changes in management - there have been some temporary changes in line management over the last couple of years. As staff have relationships with all managers this was not reported as having a negative impact but we did hear from staff that they looked forward to some stability.

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.

Inspection and grading history

Date	Type	Gradings
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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