

Inspection report

16+ Glasgow Housing Support Service

Dundas Business Centre
Rooms G14-19
38/40 New City Road
Glasgow G4 9JT

Inspected by: Ann McKinnon
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 21 August 2007

Service Number

CS2004067409

Service name

16+ Glasgow

Service address

Dundas Business Centre
Rooms G14-19
38/40 New City Road
Glasgow G4 9JT

Provider Number

SP2003003405

Provider Name

Barnardo's Scotland

Inspected By

Ann McKinnon
Care Commission Officer

Inspection Type

Announced

Inspection Completed

21 August 2007

Period since last inspection

5 months

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Introduction

16+ Glasgow was registered with the Care Commission as a Housing Support Service in March 2005 to provide support for young people aged 16 to 25 years. The service is part of the Barnardo's organisation, a charity offering support for children and families throughout the United Kingdom.

16+ Glasgow offers satellite flat accommodation and follow-on support to young people.

At the time of inspection 13 young people were living in satellite flats provided by housing associations to the service and 12 young people were utilising the follow-on element of the service.

Staff offer young people support in their own accommodation and operate an out of hours, on call system. The service also has an office base which provides areas for young people to meet. This accommodation is staffed during the day and effectively operates as a drop in centre, offering a range of support and advice.

Basis of Report

The report was written following an announced inspection over one day.

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required as a result. The inspection was then based upon the relevant Inspection Focus Area and follow up on any recommendations and requirements from previous inspections, complaints or other regulatory activity.

The Inspection Focus Area and relevant National Care Standards are:
Protecting People including Child Protection in services for adults, Restraint, Adult Protection, SSSC codes and Staff Training.

National Care Standards Housing Support Service: Standard 3 Management and Staffing.

Ann McKinnon, Care Commission Officer, took part in the inspection.

During inspection, evidence was gathered from a number of sources including:

A review of a range of policies, procedures, records and other documentation, including the following:

- Service users' personal plans including risk assessment and review arrangements
- Child Protection Statement
- Learning and Development Policy
- Staff training records

Discussion took place with a range of care staff including:

- the Manager
- Deputy Manager
- Team Leader
- Support Worker

Observation of staff interaction with service users was also undertaken during the inspection visit.

All of the above information was taken into account during the inspection process and was reported on.

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements in last Inspection Report

There were no requirements made at or since the last inspection.

Comments on Self-Evaluation

A fully completed self-evaluation document was submitted by the service. This was completed to a satisfactory standard and gave relevant information for each of the Standards associated with the inspection focus area. The service identified its strengths and some areas for future development.

View of Service Users

The Care Commission Officer met with four young people during the inspection visit. Comments were generally positive and the young people were happy with the service and support from the staff team. Comments included 'I can get help with getting a job, planning, looking after my money and also a friendly chat', 'staff are really good', 'everything is fine', 'things are much better now I have help'.

Service users completed and returned five questionnaires which were positive about the support they receive. Comments included 'I'm quite happy with the service especially my key worker', 'they are really nice and helpful', 'always had the support I've needed' and 'they do their best to help'.

View of Carers

There were no carers at the service during the inspection visit.

Regulations / Principles

Regulation :

Strengths

Areas for Development

National Care Standards

National Care Standard Number 3: Housing Support Services - Management and Staffing Arrangements

Strengths

This report does not include comments on elements 5 & 8 of the National Care Standards Housing Support Services Standard 3 Management & Staffing.

The service has a range of policy information including information on staff learning and development and whistle blowing to inform staff in their practice.

Staff members interviewed and completed questionnaires indicated that staff were aware of the organisation's policy information.

The Manager advised that the service continues to offer training appropriate to registration with the Scottish Social Services Council and staff members interviewed were aware of the Scottish Social Services Council and the Code of Conduct.

Staff members interviewed and completed questionnaires confirmed that staff feel that they are supported in their work, have planned supervision sessions and that there is access to appropriate training. The Manager confirmed that there are monthly study days which cover training topics and provide an opportunity for team members to discuss issues of concern.

Training records confirmed that staff members have received training on a number of topics including child protection, first aid and drug and alcohol misuse.

Staff members interviewed confirmed that they had recent training in supporting young people who may display aggressive behaviour. The Manager stated that the service does not restrain service users and staff members confirmed this in practice and were clear in their role.

Sampled support plans were found to be person centred and had risk assessments for individual service users. Young people were aware of their support plans.

Areas for Development

At the time of writing, the Officer is awaiting feedback on a centralised audit being

undertaken by the Care Commission of Barnardo's policies related to the inspection focus area for this year.

The service was able to evidence that work was currently being carried out to develop the training needs assessment of each staff group. Staff members should be encouraged to complete their personal developments portfolios to evidence that they have been fully involved in the assessment of training needs.

A recommendation from the previous inspection in relation to staff training in de-escalation/restraint methods by an appropriately trained trainer has still to be met. (see Recommendation 1)

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

At the previous inspection the following recommendations were made.

1. The service should ensure that (TCI) de-escalation/restraint methods are provided to staff by an accredited trainer.

National Care Standards, Housing Support Services, Management and Staffing Arrangements, Standard 3.4. This recommendation has not been met. (See Recommendation 1)

2. As identified by the service manager, the timescale for step meetings should be reviewed ensuring all service users receive regular reviews of their working agreements.

National Care Standards, Housing Support Services, Housing Support Planning, Standard 4.4. This recommendation has been met.

3. The service should review the current occupancy agreement ensuring it clearly identifies which service the young people are using, 16+ Glasgow or Barnardo's 16 Plus project. The service should consider reviewing section 9.3 of the occupancy agreement to further explain the need to visit the young person weekly within their accommodation. Information regarding the protocol of weekly visits to the young person's accommodation should also be expanded within the current service information pack.

National Care Standards, Housing Support Services, Informing and Deciding, Standard 1.1. This recommendation has not been met. (See Recommendation 2)

Requirements

There were no requirements made at this inspection.

Recommendations

1) All staff should receive training or refresher training in de-escalation/restraint methods and this should be undertaken by an accredited trainer in this area. National Care Standards, Housing Support Service Standard 3 Management and Staffing

2) The service should review the current occupancy agreement ensuring it clearly identifies which service the young people are using, 16+ Glasgow or Barnardo's 16 Plus project. The service should consider reviewing section 9.3 of the occupancy agreement, to further explain the need to visit the young person weekly within their accommodation. Information regarding the protocol of weekly visits to the young person's accommodation should also be expanded within the current service information pack.

National Care Standards, Housing Support Services, Informing and Deciding, Standard 1.1.

Ann McKinnon
Care Commission Officer