

Care service inspection report

Barnardo's 16+ Edinburgh

Housing Support Service

17 Claremont Crescent

Edinburgh

EH7 4HX

Telephone: 0131 561 1386

Inspected by: Shelagh McDougall

Type of inspection: Announced (Short Notice)

Inspection completed on: 24 September 2012



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Service provided by:

Barnardo's 'known as' Barnardo's Scotland

Service provider number:

SP2003003405

Care service number:

CS2004067678

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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	6	Excellent
Quality of Management and Leadership	5	Very Good

What the service does well

The service made sure that they provided support which suited what young people needed. Staff and managers often looked at what they did and made changes after hearing the views of young people. Staff were friendly and kind to the young people, and tried hard to help them.

What the service could do better

The service planned to make it clear which additional responsibilities members of staff would take on, following some recent staff changes. They planned to continue to look at ways to involve young people, and keep looking at ways to make the service even better.

What the service has done since the last inspection

Since the last inspection there had been some staff changes and the service had made sure that they continued to provide very good support to the young people during this time. They had kept up to date with changes to legislation which affected the young people, so that they were prepared for the difficulties that these changes may cause.

Conclusion

Barnardo's 16+ provided a very high quality support service to the young people, which the young people appreciated. They were committed to making improvements so that the service continued to meet the young people's needs.

Who did this inspection

Shelagh McDougall

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

The history of grades which services have been awarded is available on our website. You can find the most up-to-date grades for this service by visiting our website, by calling us on 0845 600 9527 or visiting one of our offices.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.

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

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

Barnardo's 16+ work with young people aged 15 - 21 years who have been looked after and/or accommodated. They provide support to enable young people to manage money, look after their property, get on with neighbours, shop, cook and clean, and also arranged contact with other services as well as help with finding 'move on' accommodation.

Barnardo's 16+ link with Horizons, The Rock Trust and City of Edinburgh Throughcare and Aftercare service to provide a package of support to young people in setting up and sustaining tenancies. This could be:-

- a high level of practical support provided to a young person in a fully furnished starter flat
- tailored support packages provided to young people in five fully furnished care leavers flats
- a decreasing level of support provided to young people participating in a nominated tenancy scheme with the ultimate aim of the young people becoming the independent tenants of the flats.

Barnardo's 16+ stated aims are :-

"To maximise the potential of young people who are leaving the 'looked after' system to make a sustainable transition to adulthood and independent living."

The service was based in a premises near the centre of Edinburgh, close to local amenities and bus routes. At the time of the inspection the service were offering support to 108 young people, of whom 67 were actively being supported or being supported through the duty system.

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 6 - Excellent

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 0845 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

This inspection was announced at short notice and was carried out by Shelagh McDougall, Care Inspectorate Inspector. We visited the service on 30th August 2012, and returned on 11th September 2012. We met with a young person at their home on 12th September 2012. We returned to give feedback to the service on 24th September 2012.

During the inspection the Inspector looked at a range of evidence, including :-

- records held in young people's files on the computer
- minutes of meetings and reviews
- policies and procedures
- discussions with three young people
- discussions with the Manager, Team Leader, and four staff
- staff questionnaires which were returned to us
- one young person's questionnaire which was returned to us

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 associated Statutory instruments, the National Care Standards for housing support services, and the Scottish Social Services Council (SSSC) Codes of Practice for Social Services 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.firelawscotland.org

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.

We received a completed self assessment from the service before the inspection took place. In this they had identified where they thought they showed strengths as well as some areas where they thought they could make improvements. As part of their team development, they could use the self assessment process as an evaluation opportunity for the whole staff team

Taking the views of people using the care service into account

We spoke with three young people and received one completed care standards questionnaire from a young person. All confirmed that they were very happy with the service they received from Barnardo's 16+. They were very positive about the support they had, and about the warm friendly approach of all staff in the service. Comments included :-

"I think the support I've had has been just what I needed, when I needed it. I know I can get additional help if I need it."

"It's reassuring that you can contact duty and get help, even if your own worker is not there."

"I like having someone to talk to who's not judgemental, especially if it's something that I'm not proud of."

"Staff are all really supportive. They all work to help the individual and meet their circumstances."

"The best thing is that you get help really quickly, which is just what you need."

"My support worker is really here for ME - she'll come with me if I have to leave a meeting because I'm upset, she won't just sit with the other professionals and carry on the meeting."

"I get the support I need, and it's ok to ask for other things."

"I had support when I was younger but I didn't really use it. Then I got back in touch when I needed more help and got support started back up again. It's entirely up to me what I get and how often. It's perfect."

All three young people we spoke with said they would give Barnardo's 16+ ten out of ten for the support they gave, and could think of nothing that could make the service better.

Taking carers' views into account

Not applicable.

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

We found that Barnardo's 16+ had continued to develop the excellent systems that were in place to make sure that the views of the young people were an integral part of their planning and development. We concluded this after discussions with the young people, staff and the Manager, and from reviewing records. We saw that these included :-

- A Housing Support Plan for each young person so that they were clear about what they could expect from the service. These were reviewed regularly, allowing young people to request changes if they wished. These reviews were held at a venue to suit the young person. For example, they were held at the young person's flat if this was more suitable. Staff explained that meetings held in the office could be daunting for some young people, and in order to make this less formal they could be held in the young person's home. This also meant that young people who had young children may not have to look for childcare or bring the children to the office.
- A 'Working Together' contract for each young person so that all were clear about these agreements
- Individual Pathways plans for each young person, which were reviewed regularly. These gave the young people an opportunity to influence the kind of support they received, as well as identifying their priorities for their support. Young people were encouraged to pass on their views about their support through these reviews, and were given questionnaires to help them evaluate the service. They told us they had no hesitation in speaking with their support worker or a manager if they were unhappy about any aspect of their support, and were confident that their views were listened to. (Pathways was a system introduced by the Scottish Government to make an assessment of the support needs of all young people moving on from care. It focused on the young

people's views and an assessment, which led to the development of a plan, outlining how the local authority was going to meet the young person's needs and was agreed between the young person and the service providing their support .)

- Minutes of reviews were given to the young people as well as to the workers involved, including those from other agencies. These indicated who was taking responsibility for each area of support identified.
- Barnardo's organisation had a Participation Strategy. The Manager and staff confirmed that they followed this strategy in all their work. Young people told us that they knew that the service looked for their views - one young person said : " My worker always checks with me that I am getting the right support, and asks if there was anything I would prefer to be different."
- Young people were invited to meet members of the senior management team including the UK Director on a visit to the service. This gave the young people an opportunity to pass on their views about the organisation directly to them.

We found that support was provided to help young people with all areas of their life, in addition to their housing support. This helped young people gain confidence and learn life skills, which also had a positive impact on their ability to sustain their tenancy. For example, one young person described how having help with the cost of travel arrangements allowed them to access further education. They said that the emotional support they had received had been invaluable, and knowing that there was someone they could phone for advice had been crucial to them.

Another young person confirmed that they were able to follow a career choice through having help with the cost of driving lessons. They explained that this had boosted their confidence and shown them that difficulties could be overcome, so that they became more determined to succeed.

One young person told us : " My support worker being there for me is really good. I don't know what I would do without her at all!"

Another told us : " This service always listens, they are always up for new ideas. I would give them ten out of ten."

On a Care Standards Questionnaire returned to us, a young person strongly agreed with the statement : "Overall, I am happy with the quality of care and support this service gives me." They strongly agreed with all the statements in the questionnaire, indicating that they were very happy with the service.

Areas for improvement

The service could consider ways to outline their aim of involving young people in planning and improving the service in information provided to young people. In order to maintain the grade of excellent, the service will need to sustain this level of participation and be able to evidence where this has had a positive impact on young people.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

We found that the service was performing very well in all aspects covered by this statement. We concluded this after discussions with young people, staff and the Manager, and from reviewing records. We also took account of observations of staff working with young people.

From this we found that :-

- Young people's health needs were identified in their support plans, along with any goals they wished to achieve. Staff encouraged young people to register with their local doctor's surgery, and dentist. Young people said that their support worker would go with them to register if they were unsure about this.
- The service had developed a healthy eating cookbook with basic recipes for young people. A copy of this was included in the 'starter pack' which was provided in the starter flats, care leavers' flats and when young people moved into their own tenancy. Young people could refer to this when planning their meals. Staff were sensitive towards the difficulties faced by young people in managing healthy meals on a limited budget, and provided suggestions and practical help. Emergency food parcels were available, containing ingredients which could be used to provide basic meals if young people had no access to food. We saw that staff spent time helping young people gain confidence in budgeting, giving praise and encouragement.
- A member of staff had responsibility for carrying out health and safety checks on the service's flats every six weeks. She used this opportunity to offer advice and guidance to the young people about keeping a safe environment in the flat, so that young people learned to assess these issues for themselves.
- Risk Assessments were in place for each young person. We saw that staff were working with the young people on their risk taking behaviours. They used their skills such as counselling, and also worked in conjunction with workers from other services, such as Caledonia Youth, who provided advice and education about sexual health and relationships; drug and alcohol services; The Junction (which offered health related services, education and support for young people aged 12 - 21 in Leith and North East Edinburgh); and from Barnardo's own services, Skylight and Lighthouse, for counselling where appropriate.
- Staff were aware of their responsibilities in Child Protection, and Adult Support and Protection, and had updated training recently. We saw evidence of

appropriate action taken following child protection concerns being highlighted. Training had also been provided on Suicide Prevention, in recognition of the risk of suicide which was presented by some young people they may work with. Staff confirmed that they found these training opportunities provided them with good information to help them in their work.

- Young people were supported in taking up sport and leisure activities. For example, the service provided Leisure Access cards which gave entry into City Of Edinburgh Leisure facilities at a reduced rate. We saw that staff accompanied the young person if they wished, until they felt confident in taking part by themselves.
- A duty system was in place so that young people who did not have an allocated support worker could contact the service for help and advice. This also allowed young people to have support if their own worker was unavailable. It meant that young people who had stopped having regular support could choose to re-engage with the service if they felt more ready to make use of the support offered

Areas for improvement

The service should continue to develop the very good practice which was evident at this inspection. They had plans to create a 'Parenting Skills' group, in order to support their young parents in providing care for their children.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

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 found that the service used the same processes to consult young people about staffing.

In addition, young people were contacted for their views as part of the staff appraisal system. They had also been involved in the recruitment of staff. Staff confirmed that young people's comments and suggestions were discussed at staff meetings, and formed an integral part of their planning.

Areas for improvement

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

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

We found that Barnardo's 16+ performed very well in all aspects covered by this statement. We concluded this after discussions with young people, staff and the Manager, and from reviewing records. We also took account of observations of staff working with young people.

From this we found that :-

- Barnardo's 16+ continued to use safe recruitment practices for new staff and ensured that staff had the right skills and qualifications for the work they were to do
- Staff for whom it was appropriate were registered with the SSSC

- A comprehensive induction programme was in place for new staff. This meant that they had a chance to learn all about the work they were to do before they started to work individually with young people
- Regular supervision was provided for staff. They told us that this was effective and they felt supported by the Team Leader and the Manager. Supervision gave staff an opportunity to reflect on issues raised through their work with young people, as well as looking at any training from which they might benefit, both in their professional development and in relation to the needs of the young people. Staff said that they could approach their colleagues, the Team Leader or Manager at any time for advice, and also routinely shared information informally among the staff team
- Staff confirmed they could access a range of policies and procedures to inform their practice. They made use of best practice guidance and research.
- A system of annual appraisal was in place, where staff had the opportunity to hear feedback from the young people they supported, colleagues in the service, and professionals they worked with in other services, as well as from their Team Leader or Manager. It afforded a more formal means of identifying development goals for staff, and assessing their progress towards meeting these, as well as looking at their strengths.
- Staff took up training opportunities individually, as well as through team development. All four staff who completed and returned questionnaires to us, confirmed that they had been provided with recent training which had helped them with their job. In response to imminent changes in Welfare Benefits, a member of the staff team who had attended training courses about the changes was leading a training session for the rest of the staff team to share this knowledge.
- The Manager had co-facilitated training on Child Protection for Barnardo's staff from several Scottish services. The team leader had offered Adult Protection training to Barnardo's 16+ staff and workers from the local authority Throughcare and Aftercare team.
- A formal staff meeting was held weekly. A brief update was given on the key issues for the young people being supported. This meant that all staff had a good understanding of the current issues for young people, and meant that if the young person contacted through the duty system they were well informed of the situation. Every fourth week the meeting was dedicated to practice development, which gave staff an opportunity to reflect on their practice, and share knowledge and experiences. Staff confirmed that they were encouraged to consider their practice routinely, and reflected on the outcomes for young people.
- The service offered placements to Social Work students. The Manager and Team Leader were qualified as Practice Teachers to support these student placements. Staff confirmed that having students was an opportunity to look at what they did and why, and we saw that they had an open approach to questioning. They said that they valued the opportunities for discussion and shared learning that having students presented.

- Staff were very positive and enthusiastic about their work. They demonstrated a strong commitment to helping the young people achieve positive outcomes, and wanted to provide the best possible service for them.
- The staff team were very supportive of each other, and also shared good practice with staff in Barnardo's Lothian Supported Carers Scheme, who were based in the same office. (Lothian Supported Carers Scheme provided vulnerable young people moving on from care with placements with carers, to help them develop the skills and maturity they would need to live independently). The staff groups had some training sessions together .
- The staff team linked with other Throughcare services in the local area, and presented a workshop at a recent Throughcare and Aftercare conference
- Staff clearly enjoyed their work. They were kind, warm and friendly with the young people, maintaining professional boundaries but putting young people at ease through humour and openness. Young people all said they liked and trusted their support workers, and could think of nothing that they could do to improve.

Areas for improvement

The service should continue to develop the excellent practice which was evident at this inspection. They will need to show they can sustain this good practice in order to maintain this grade of excellent.

Staff acknowledged that they could strengthen their use of the Practice Development Team Meeting. The service had identified that they needed to identify additional responsibilities and roles within the staff team.

Grade awarded for this statement: 6 - Excellent

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 that the service used the same processes to consult young people about the management and leadership in the service.

Young people we spoke with confirmed they knew who the Manager was, and they understood the roles that the Team Leader and Manager had. They all said they knew they could go to the Team Leader in the absence of their support worker, or if they were unhappy about the support they were receiving. All confirmed that they were happy with the way that the service was provided.

The Manager or Team Leader chaired young people's reviews, which meant that all young people met with them at least twice per year, and that they were familiar with who the managers were. It also provided an opportunity for young people to pass on any comments directly to managers, and gave the managers another overview of the service young people were having.

Areas for improvement

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

In addition, the service could look at extending the opportunities for young people to have direct contact with members of the Senior Management team at Scottish/UK level as appropriate. They had identified the need for more contact through a representative for children's rights/participation within the staff team.

Grade awarded for this statement: 5 - Very Good

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

Some of the evidence we discussed in Quality Theme 1 Statement 1 also applied to this statement. In that statement we identified a range of ways that the young people

could pass on their views. Other people who were involved with the service were known as stakeholders. These could include social workers, the local authority commissioning services, and other services offering support to the young people. We saw that the service had very good systems of quality assurance, some of which involved other stakeholders.

These included :-

- a system of file audit which was carried out by the Team Leader and the Manager. Staff confirmed that any issues arising from file audits were discussed with them during supervision
- the Team Leader had regular contact with young people and obtained their feedback to include in staff appraisals
- the service used a system of outcome monitoring with the young people, to identify where progress was being made and any areas where more work may be needed. These showed the young people's view of their progress as well as the view of the support worker
- the outcomes monitoring fed into an outcomes overview which gave managers additional information about the service
- the service compiled data about outcomes for the City Of Edinburgh - Edinburgh Common Client Outcome (known as ECCO)
- the service was reviewed as part of the overall provision for Throughcare and Aftercare in the area
- The Manager knew the staff team well, and knew the young people. This meant that she was in a position to assess the quality of the relationships between staff and young people.

Areas for improvement

The service should continue to develop the very good practice which we saw at this inspection.

We found that accessing policies on Barnardo's systems was very hard. Staff advised that they saved links to the most important policies so that they could find them. The Provider should review their systems for accessing policies so that these can be found easily.(see recommendation)

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. It is recommended that the Provider reviews the way that Policies and Procedures are stored and accessed, to ensure that staff can easily refer to them.

National Care Standards for housing support services, Standard 3 - Management and Staffing

4 Other information

Complaints

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

Enforcements

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

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Staffing - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
1 Feb 2011	Announced	Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership Not Assessed
19 Jan 2009	Announced	Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership 4 - Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسرد می ونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

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