

Throughcare & Aftercare Supported Lodgings Scheme Adult Placement Service

Room 56
Raploch Community Campus
Drip Road
Stirling
FK8 1RD

Telephone: 01786 471 177

Type of inspection:
Announced (short notice)

Completed on:
28 May 2024

Service provided by:
Stirling Council

Service provider number:
SP2003002689

Service no:
CS2007151921

About the service

The Throughcare and Aftercare Supported Lodgings scheme is an adult placement service run by Stirling Council set up with the aim of enabling young people leaving care to make positive transitions to adulthood.

It recruits and supports Supported Lodgings providers to provide adult placements for young people between the ages of 16-21 leaving care from their local authority area. It also recruits and supports Host Families for Unaccompanied Asylum-Seeking Children between the ages of 16-21.

Caregivers are assessed, registered and reviewed via the Supported Lodgings and Host Family Scheme Panel.

About the inspection

This was an short notice announced inspection which took place between 20 May and 28 May 2024. 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 three young people using the service and three caregivers
- spoke with four staff and management
- observed practice and daily life
- reviewed documents
- spoke with one visiting professional and the chair of the adult panel.

Key messages

Young people were being kept safe and were benefitting from stable and trusting relationships.

Caregivers provided nurturing, trauma informed care, supported by staff who were skilled, knowledgeable, and responsive.

Young people were aware of their rights and staff, caregivers and relevant professionals were excellent in ensuring these were always upheld.

Caregivers were very good at ensuring that cultural needs and language barriers were fully considered.

Young people were experiencing very good outcomes in education, work and the development of independence skills.

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 well is our care and support planned?	5 - Very Good

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 experienced nurturing and supportive relationships with carers providing individualised care appropriate to their needs. Young people were living full lives, engaged with community resources and had access to a range of activities and learning opportunities.

The service is in the main currently supporting Unaccompanied Asylum-Seeking Children (UASC) and has developed a range of resources to support families in meeting cultural and religious needs and understanding trauma through specific training. The service maintained close links with the Scottish Guardianship service to support young people in making claims for asylum.

Caregivers and young people enjoyed enduring, positive relationships with staff in the service. Feedback we received was highly complementary of the staff. Caregivers provided nurturing, trauma informed care, supported by staff who were skilled, knowledgeable, and responsive. Caregivers are actively supported through training and supervision. Young people were experiencing improved outcomes because of the levels of support and signposting towards specialist input where required.

Young people were respected, with their individual needs and interests supported. They were made aware of their rights and all UASC young people had an allocated Guardian. Young people were well informed about and actively involved in decisions about their care.

Important relationships were well supported in accordance with young people's plans. Carers were involved in supporting time with family and friends to enable this to be a more natural experience for young people.

Young people and their caregiving families were active members of their local communities. Young people benefited from being supported to develop individual interests, attend activities and have fun. As a result, they have a strong sense of belonging and worth and are enabled to create positive memories.

Young people were experiencing very positive outcomes in education and work settings.

Young people were being kept safe. Caregivers understood child and adult protection processes and young people were being supported to develop the skills and knowledge they needed to understand risk and make informed decisions.

Young People's health needs were comprehensively assessed, and they had access to appropriate health resources which supported both physical and mental health. They were supported to develop a strong sense of identity and positive mental health. This is supported by stable living situations, positive predictable relationships with caregivers and appropriate timely, supportive interventions.

Caregiving families were trauma informed and used this knowledge to best support the young people in their care. Staff were proactive in engaging with caregivers to support their ability to manage more challenging behaviours. These strategies were based on an understanding of the impact of trauma and the most supportive and effective response that this requires.

Young people were being benefitting from a tasty, varied and well-balanced diet. There was a very proactive approach to meeting their cultural and dietary needs and preferences.

Caregivers were appropriately assessed and approved at an adult placement panel. Assessments were based on fostering assessment model and followed best practice to ensure young people in the service were safe. The panel made clear recommendations and provided quality assurance to practice ensuring that young people were safe and having their needs met. The adult placement panel reviews carers after the first year and then annually.

Adult panel members did not have access to appraisal or specific development opportunities to support them in their role as panel members. We are confident that the service had already recognised this and have it as part of their service development plan.

We asked the service to consider how it better records the assessment and decision making of the matching of young people to carers based on assessments of need and the skills and capacity of families.

Young people benefit from well-managed pathways and transitions. Young people we spoke to during the inspection were positive about their experiences of care and those who had left the service were benefitting from ongoing support and contact with the families they had lived with meaning enduring relationships were being supported. We saw examples of young people being supported to access college, employment and learning independent living skills to support them in their transition into adulthood.

How good is our leadership?

n/a

How good is our staff team?

n/a

How well is our care and support planned?**5 - Very Good**

Young people were leading positive, healthy, enjoyable and meaningful lives through the implementation of high-quality planning. They are enabled to lead their own care with additional support provided for those young people for whom English is not their first language. Staff within the service engaged well with the young people and had strong relationships with both carers and young people. Information was shared appropriately with young people and carers were offered support to do this when required.

Young people benefited from good quality assessments that reflected their outcomes, wishes, and needs and planned for their support. Caregivers and staff advocated well on behalf of young people. There was a joined-up approach to care planning with social work teams. This in turn meant that young people had an opportunity to form secure attachments and experienced minimal disruption.

High levels of communication helped to support positive outcomes. There were regular, multi-agency collaboration opportunities that ensured robust planning for young people. Caregivers and staff were proactive in eliciting young people's views and representing these in such forums. Young people were supported to attend their reviews and provide feedback for caregiver review.

We saw young people who were at the heart of planning their care and that language and cultural issues were always considered. These supports and plans were relationship based and personalised to them. This meant that young people were able to get the support that they felt was right for them that was relative to their needs.

Placement plans for young people supported an understanding of individual needs and plans to support them.

We discussed with the service the need for a robust assessment of need and risk and were confident that by the end of the inspection managers had implemented risk assessment documentation for the young people using the service.

Strong leadership, staff competence, meaningful involvement and embedded quality assurance and improvement processes support good outcomes for young people.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

To ensure the safety and wellbeing of all young people, and to enable all young people to feel safe, the provider must take action to fully consider and record all protection matters. This should include details of when an adult protection matter is considered for referral; referred to an adult support and protection service; and the outcome of the referral.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210 "Welfare of users 4.-(1) A provider must- (a) make proper provision for the health, welfare and safety of service users' and is in line with the Health and Social Care Standards which state: "If I might harm myself or others, I know that people have a duty to protect me and others, which may involve contacting relevant agencies" (HSCS 3.24).

This requirement was made on 14 November 2019.

Action taken on previous requirement

The service provided evidence of appropriate training and overview of protection matters. There have been no adult protection concerns since the last inspection, however, we are confident that staff and caregivers are skilled to manage these as required.

Met - within timescales

Requirement 2

To ensure the safety and well being of all young people, and to enable all young people to experience high quality care and support, the provider must ensure that all young people experiencing the service have in place a personal plan which sets out how their needs will be met as well as the young person's wishes and choices. The person plan must be reviewed not less than every six months and more often if necessary. This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210 "Welfare of users'" and is in line with the Health and Social Care Standards which state: "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).

This requirement was made on 14 November 2019.

Action taken on previous requirement

The service has placement agreements for all young people living with caregivers and Pathway and care planning documentation was in place for all young people with evidence of regular review.

Met - within timescales

Requirement 3

To ensure the safety and well being of all young people, and to enable all young people to experience high quality care and support, the provider must ensure that for all young people eligible for continuing care:

- a welfare assessment is carried out, recorded and reviewed not less than every 12 months and
- a record of the young person's views is recorded and reviewed alongside the welfare assessment and that a copy is provided to the young person.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210 Welfare of users "4.-(1) A provider must- (a) make proper provision for the health, welfare and safety of service users"; and The Health and Social Care Standards which state: "My human rights are protected and promoted and I experience no discrimination." (HSCS 1.2).

This requirement was made on 14 November 2019.

Action taken on previous requirement

The service has policies and procedures in place detailing that a welfare assessment should be undertaken for those people eligible for continuing care. At the time of inspection there were no young people eligible for continuing care, however, we are confident that assessments would take place when required.

Met - within timescales

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 ensure the safety and well being of all young people, and to enable all young people to feel safe, the provider should take urgent action to put in place and regularly review young people's risk assessments and risk management plans when necessary. This is in line with the Health and Social Care Standards which state: "I am protected from harm, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20)

This area for improvement was made on 14 November 2019.

Action taken since then

At the time of inspection, the service did not have risk assessments in place for all young people. Following discussion, the manager took prompt action, and these were in place by the end of the inspection. We are assured that the service will ensure these are completed for all young people.

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
1.1 Children, young people, adults and their caregiver families experience compassion, dignity and respect	5 - Very Good
1.2 Children, young people and adults get the most out of life	5 - Very Good
1.3 Children, young people and adults' health and wellbeing benefits from the care and support they experience	5 - Very Good
1.4 Children, young people, adults and their caregiver families get the service that is right for them	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects the outcomes and wishes of children, young people and adults	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.