

JMT Fostering Fostering Service

Unit 3a Alba Pavilions
Alba Business Centre
Livingston
EH54 7HG

Telephone: 01506 407 340

Type of inspection:
Announced (short notice)

Completed on:
31 July 2024

Service provided by:
JMT Care Services Ltd

Service provider number:
SP2009010327

Service no:
CS2009196557

About the service

JMT Fostering provide a fostering and family placement service to children and young people who cannot be with their birth parents or extended family members, and whose needs have been assessed as best met through a fostering family. The agency recruits and supports foster families to provide a fostering service to a range of children and young people throughout the central belt, west and south of Scotland. The service is based in Livingston with staff also based in Dundee and Glasgow.

About the inspection

This was a short notice announced inspection that took place between 8 July 2024 and 31 July 2024. The inspection was carried out by two inspectors 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 12 caregivers and 18 completed our survey

spoke with eight children and young people and four completed our survey

spoke with 10 staff and management and four completed our survey

observed practice and daily life

reviewed documents

spoke with four visiting professionals and 10 completed our survey.

During our inspection year 2024-2025 we are inspecting against a focus area which looks at how regulated services use legislation and guidance to promote children's right to continuing care and how children and young people are being helped to understand what their right to continuing care means for them. Any requirements or areas for improvement will be highlighted in this report.

JMT's Continuing Care Service was inspected at the same time and a separate report is available.

Key messages

- Children and young people flourished because the service offered exemplary support to foster carers.
- Relationship-based practice was foundational in the work that JMT staff carried out.
- Trauma informed practice was fully embedded at every level.
- Children and young people experienced outstanding outcomes due to the exceptional care and support they received from caregivers.
- Caregivers were thoroughly assessed and supported by the most highly skilled, responsive and knowledgeable staff.
- Young people consistently benefited from robust, dynamic and regularly reviewed plans.
- Leaders in the service championed quality through robust processes that supported excellent outcomes for children and young people.

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?	6 - Excellent
How well is our care and support planned?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for children and young people.

Children and young people living with JMT caregivers invariably flourished as a result of meaningful, affectionate, and secure relationships with their caregiver families. Young people enjoyed reliable and lifelong relationships because caregivers were extremely well supported and highly skilled in offering containing and therapeutic care that was based on love, fun, predictability, and trust.

Innovative and reflective caregiver families provided the highest quality of care because they enjoyed long term, mutually warm, respectful and professional relationships with highly skilled, kind, experienced, and knowledgeable staff. The dedicated caregivers provided loving, nurturing families because they were nurtured and actively supported, through high quality, bespoke training and frequent reflective practice discussions with the utmost responsive staff. An external professional told us "I admire and respect the commitment JMT have to their kids and carers, and this filters down into the care received by the children".

Highly skilled, knowledgeable, and compassionate staff utilised their advanced training in Dyadic Developmental Psychotherapy (DDP) and their excellent knowledge of attachment and trauma to offer a containing, challenging, yet supportive relationship to caregivers. Relationship-based practice was foundational in the work JMT staff carried out. One carer said "JMT goes above and beyond to help support their carers and young children. I know I can call them any time 24 hrs a day and get the help and support needed" and another said, "Never once have I called and not been able to get help and a solution right away".

Young people, their caregivers and staff all thrived due to the fully embedded trauma informed culture that prioritised compassion, trust, honesty and integrity. Leaders in the service ensured everyone's wellbeing and development was considered. The staff team were afforded the time and space to prioritise reflective, responsive and well-informed practice.

Assessments of caregiver families were extremely well informed, evidenced-based, collaborative, and highly analytical. The conclusions provided clear recommendations regarding carers strengths and potential vulnerabilities which were then considered at each stage of the fostering journey. This ensured caregivers had the capacity to meet the needs of the children, young people, and adults they were caring for.

Decisions were unfailingly informed by the matching of the needs of the young person requiring family care and the capacity of the caregiver family to meet those needs. Carers told us they were completely confident their views would be fully heard and understood, and that highly attuned staff would recognise if they had any doubts. Staff always intervened at the earliest opportunity to ensure that children and their caregivers were supported in the best possible way.

One carer said the service is "Really skilled at well considered, planned transitions which otherwise could be difficult for young people and carers". In addition to the robust matching process, these well-planned transitions supported a secure base for relationships to be built upon and contributed to the stability offered to young people.

Young peoples' rights to continuing care were always upheld by confident and knowledgeable staff and carers. Through passionate and unfaltering advocacy, the staff ensured that young people were enabled to remain in the family for as long as possible, and until they felt ready to move on. The same approach applied to permanency planning.

Young people who wanted or needed to spend time away from their caregiver family developed a range of relationships out-with the family. Short breaks were creatively and thoughtfully planned with children spending time with carers that they had established relationships with. Consistency and stability were considered essential, and people viewed short times of being cared for by others, as part of an extended family experience.

Children and young people were living with their siblings, unless this had been assessed as not appropriate. Caregivers embraced their role in supporting children and young people's ongoing relationships with siblings, family and other people who were important to them. This included caregivers warmly welcoming birth family members into their home to support family time. This support was pivotal in maintaining relationships, and in some cases, progressing young people's plans to return to their birth family.

Children and young people's safety was of the utmost importance. The service fully implemented national guidance and best practice in child and adult protection and well trained, skilled, and knowledgeable staff consistently worked collaboratively with other professionals. They went above and beyond their role to ensure young people's wellbeing was always prioritised. We were really impressed with the excellent outcomes achieved because of outstanding communication, combined with all young people having robust and ambitious plans and risk management strategies.

With the support of their caregiver families, and through access to education, at the right time and pace, young people developed a wide range of life skills. Young people's confidence was uplifted by the support, and they embraced new exciting experiences that helped them to get the most out of life.

Positive health was a key priority of the care and support on offer. Caregivers and staff took a creative and persistent approach to ensure young people accessed the healthcare they needed. Positive mental health was also an essential goal for all young people. Skilled, informed, and confident caregiver families and staff ensured they advocated for young people to have timely access to appropriate specialist services for support in recovering from trauma, abuse, and neglect. This included accessing the dynamic and bespoke support offered by the providers own psychological services.

How well is our care and support planned?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for children and young people.

Excellent outcomes were supported by JMT's drive to ensure all young people had high quality, multi-agency planning and, person centred safer caring approaches. These were underpinned by a robust assessment of need and risk. All young people had up-to-date, relevant risk assessment and risk management plans which were used to inform highly personalised and relevant safer caring plans. Safer caring plans were completed collaboratively by the supervising social worker and the carer. Their knowledge and understanding of risk management and the importance of taking a therapeutic approach shone through.

We were really impressed by the trauma informed, dynamic and aspirational approach which consistently informed all aspects of care and support. The service actively sought and supported multi-agency involvement and they went above and beyond to ensure that all children, young people and their caregiver families had high quality plans in place.

All young people had a child's plan in place and the service proactively pursued and attended children's reviews to ensure that plans were regularly reviewed, up-to-date and dynamic. Children and young people received full support to communicate what their outcomes should be, including advocacy where required. Planning was clearly understood by all involved.

Strong leadership, staff competence, meaningful involvement and embedded quality assurance and improvement processes ensured that the planning for children, young people and the caregivers was of exemplary quality.

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 support people to feel that their concerns are acted on, the provider should ensure that they respond to complaints promptly and communicate with people about the process and timescales.

This should include but is not limited to, reviewing the complaints policy to ensure that the timescales are realistic and achievable and that people have this information made available to them.

This is to ensure care and support is consistent with Health and Social Care Standard 4.20: I know how, and can be helped, to make a complaint or raise a concern about my care and support.

This area for improvement was made on 20 December 2023.

Action taken since then

The service had updated the complaints policy. This had been shared with all carers. Caregiver were all aware of how to make a complaint and were confident any issues would be dealt with by the managers.

The service has not received any additional complaints from carers or young people. The service evidenced highly effective intervention and resolution before issues were raised to a complaint. Caregivers were heard and understood by the service.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.1 Children, young people, adults and their caregiver families experience compassion, dignity and respect	6 - Excellent
1.2 Children, young people and adults get the most out of life	6 - Excellent
1.3 Children, young people and adults' health and wellbeing benefits from the care and support they experience	6 - Excellent
1.4 Children, young people, adults and their caregiver families get the service that is right for them	6 - Excellent
How well is our care and support planned?	6 - Excellent
5.1 Assessment and care planning reflects the outcomes and wishes of children, young people and adults	6 - Excellent

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.