

Corporate Parenting Hub - Glasgow Road Housing Support Service

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Unannounced

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Stirling Council

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About the service

Corporate Parenting Hub is a specialist housing support service which supports young people aged 16-26 who are care experienced. The project is situated in a detached house in a residential area in central Stirling with convenient access to local amenities and public transport links.

The project consists of an upper floor flat which can accommodate four young people in their own en-suite bedrooms, all of which were occupied at the time of inspection. There is a kitchen and living room which are shared between the all the residents.

The accommodation also includes, on the ground floor, a self-contained one bedroom flat and a self-contained two bedroom flat. These two flats are intended for young people who are closer to progressing onto their own tenancy. At the time of inspection there was one young person in each flat.

The service also provides seven community based properties each of which can house two young people, and provides outreach support to young people who have previously used the service.

About the inspection

This was an unannounced inspection which took place on the 27 and 28 September 2024. The inspection was carried out by an 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 five people using the service and four of their representatives
- Spoke with six staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals.

Key messages

- The service demonstrated important strengths in the way they accessed and promoted links to health, cultural and religious needs of young people.
- There was a focus on growth and development to help them engage in their care, education and in some instance's voluntary work or paid employment.
- The service offered good advocacy arrangements for young people in an ongoing basis.
- Care plans and risk assessments required some improvement to ensure all staff were clear of the support young people needed.
- The provider needed to assess its staff arrangements to meet the aims and objectives of the wider service.
- There was evidence of staff going above and beyond for young people and this was led and promoted by leaders within the service.
- There was a trauma informed approach to the staff team, this was led by the leadership within the service and complemented by training courses provided to staff.

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?	4 - Good
How good is our staff team?	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?

4 - Good

We found several strengths in aspects of the care provided, these had a positive impact on outcomes for young people, and clearly outweighed areas for improvement. We evaluated this key question as good.

Quality Indicator 1.2 People get the most out of life

The views, wishes and aspirations of young people were prioritised by the service. The service demonstrated important strengths in the way they accessed and promoted links to health, cultural and religious needs of young people. This meant that young people felt a sense of belonging. The service made important links in the local community to help access additional resources as required. Staff spoke of an aim to initiate group inputs to the young people to help support mental health and wellbeing, this would be a welcome addition.

Staff had a good knowledge of young people and their needs. Young people spoke highly of the support they received in the service, with one young person telling us they 'wished they could stay there forever.'

There was a focus on growth and development to help young people engage in their care, education and in some instances voluntary work or paid employment. Most young people were attending school with views to promoting appropriate independence and self-travel. We could see consideration around host schools for young people, with the service thinking where would best support the needs of individual young people.

The service were good at supporting and promoting young people's individual rights and needs. The use of advocacy services and information leaflets allowed young people to understand what to expect from the service.

Communal areas were homely and there were improvement plans to develop a garden room. This would benefit young people by providing an additional private space for them away from others.

All young people had personal plans and risks assessments. We found however, that these documents were not regularly reviewed by staff and many young people were unaware of them. The service should develop their plans and risk assessments to ensure they are inclusive of young people's views and they actively contribute to safe care and positive outcomes. **(See Area for Improvement 1)**

Mealtimes were important times for young people, young people told us they were offered support and assistance to budget, shop, and cook. There was awareness that not all young people were in a position to manage this fully, so the service made some adjustments to ensure everyone had access to meals and cleaning products. Sunday meals were a popular feature as staff would cook dinner inviting both existing and previous residents. This created a sense of belonging and identity for young people.

Areas for improvement

1. To support the young people's wellbeing, outcomes and choice the service should review their care planning, and risk assessment processes. This should include but is not limited to:

a) Ensuring young people are actively consulted on deciding their goals, and that these are clear and visible to them.

b) Ensuring that goals are SMART (specific, measurable, achievable, realistic and timely). These should be reflective of young people's words, and should clearly describe the supports required to achieve these. Goals should be actively tracked and subject to regular review and quality assurance processes.

c) Ensuring that all staff are aware of the needs and focus of work for all young people within the service and know exactly what is needed from everyone to support young people to reach their goals.

d) Ensuring risk assessments are fully up to date, and included the specific supports required from staff to help reduce risk for young people.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My personal plan (sometimes referred to as 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).

And

'I am protect from harm, neglect, abuse, bullying and exploitation by people who have clear understanding of their responsibilities' (HSCS 3.20).

How good is our staff team?

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.

Quality Indicator 3.3 Staffing arrangements are right, and staff work well together

The service adjusted staffing levels to ensure there was staffing available to facilitate the needs of young people. We heard the provider had recently agreed to increase staffing, and that managers had varied working hours to ensure enough people were available at the right times. Young people told us, "There is always someone here if I need them."

We recognised the benefit of this where young people were able to be supported to appointments, activities, and build positive relationships with staff in line with the principles of The Promise. We were able to see how this directly impacted on positive outcomes for young people to provide the support they needed. We did note that the growth and competing needs of the service needed to be further considered by the provider, including review of the services aims objectives, and definition of the support levels that young people would receive in different parts of the service. This would help ensure that young people consistently received the levels of support identified. **(See Area for Improvement 1)**

There was good consideration around matching processes within the service. This included initial matching to the service. This led to some incredibly positive relationships for young people, with one young person telling us; 'It feels like I have brothers and sisters looking out for me.' When there were natural disagreements between young people, staff created natural opportunities and experiences to support conflict resolution, equipping young people with important tools to manage this in the future.

The staff team worked well together, all staff spoke of feeling supported by managers and leaders within the service. Staff members spoke of how approachable and considerate the management team were. Staff members told us that this was the reason the staff team have remained so consistent. There was evidence of staff and managers consistently championing the rights of young people.

Staff spoke of good access to online training, and it was clear that most staff had previous transferrable experience that strengthened the support they provided to young people. During inspection we did observe some gaps in training. Face-to-face training seemed less frequent; staff felt face to face training offered better learning experiences. We suggested that the service further consider the training needs of staff within changing needs of young people using the service.

There was a trauma informed approach to the staff team, this was led by the leadership within the service and complemented by training courses provided to staff. This served as an important part of trauma recovery for young people.

External professionals spoke highly of the team at Corporate Parenting Hub. We heard how helpful staff and managers were in ensuring all relevant agencies were updated on the needs of young people, and also helped by the service to understand their responsibilities in achieving positive outcomes.

Areas for improvement

1. To support the young people's wellbeing the provider should ensure that they fully assess and support a safe environment for young people and staff. The service should ensure the correct numbers, experience, and skills mix are working within the service at all times. The service should include but not limit to:

a) Reviewing the services current service aims and objectives, with consideration of how meeting these impacts on the provision of staffing across the service.

b) Recording their assessment of staffing needs in accordance with 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'. These should include how staffing arrangements will meet the individual needs of young people, as well as the needs within group living environments.

c) Ensure that the provider informs the Care Inspectorate of all satellite properties it supports young people within, in addition to the main property.

This should include retrospective notification as well as any future additions, including how the provider will ensure staffing levels meet the needs of the wider service too.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

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

The service should ensure that all staff have access to training in adult support and protection and that this is refreshed on a regular basis (Health and Social Care Standards, 3.14).

This area for improvement was made on 30 May 2019.

Action taken since then

The provider trains staff in adult and child protection and have recently added a public protection training module to the staff training provision. The provider has systems that automatically reminds staff when training needs attended, and managers have awareness of this also.

Previous area for improvement 2

The service should ensure that they complete a service improvement plan (Health and Social Care Standards, 4.14).

This area for improvement was made on 30 May 2019.

Action taken since then

The service uses a three monthly quality assurance process to develop an action plan. This helps ensure that improvement is based on the current needs of the service. We found evidence of good awareness of the improvement plan both by managers within the service and by external managers.

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?	4 - Good
1.2 People get the most out of life	4 - Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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