

# SWIIS Foster Care - Scotland Fostering Service

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Announced (short notice)

**Completed on:**  
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**Service provided by:**  
SWIIS Foster Care Scotland Limited

**Service provider number:**  
SP2004007005

**Service no:**  
CS2004080882

## About the service

Swiis Foster Care Scotland is part of Swiis International Ltd. The service is managed by a director and team of managers providing a foster care service in Scotland for local authorities placing children and young people aged from 0 to 18 years. The Adult Placement/Continuing Care service provides continuing support for young people to remain with their caregivers until they reach 21 years of age. This service, which was registered 2020 was also inspected, with a separate report provided. Each service has the same management, staff and caregiver team and therefore both reports are similar and should be referred to.

There is a strong emphasis within the service on the provision of high-quality care which, depending on assessed needs, may include education and therapeutic support. Multi-disciplinary teams support children and young people and their caregiver family to identify goals and ambitions and assist children and young people to reach their full potential.

Swiis's vision is 'to lead the way in foster and continuing care provision and be recognised as exceptional' underpinned by values of caring, understanding, committed, exceptional, honest and respectful. Their aim is to 'offer each child and young person foster care that meets his or her assessed needs and promotes the best possible outcomes through positive experiences and appropriate levels of support.'

## About the inspection

This was a short notice announced inspection which took place between 14 August and 6 November 2024. This extended inspection period was a result of unforeseen circumstances of Care Inspectorate staff. 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 23 children and young people and 29 caregivers
- Spoke with 18 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals
- Attended several caregiver support and children and young people community groups
- Analysed 114 survey responses from children, young people, caregivers, staff and external professionals.

## Key messages

- Children and young people experienced nurturing and secure relationships with caregivers who are attuned to their needs.
- The service excelled in supporting children and young people to achieve their goals and aspirations and reach their potential.
- The service promoted an ongoing process to continue to educate yourself and build new skills over time, known as lifelong learning.
- The needs of caregivers, children and young people were comprehensively assessed and regularly reviewed.
- Children and young people were supported to be meaningfully involved in directing their own care and support.
- Children, young people and caregivers enjoyed a supportive family approach from the service.
- Robust quality assurance systems were in place.

## 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 evaluated this key question as very good. We identified major strengths in supporting positive outcomes for people. We saw that opportunities were taken to strive for excellence within a culture of continuous improvement.

Caregivers were highly skilled at developing meaningful, trusting relationships with children and young people they cared for. They provided predictable and consistent care. Children and young people enjoyed loving and nurturing relationships based on respect, compassion and empathy. This created a safe base to develop trust and opportunities to heal from early childhood trauma and adverse experiences. Interactions between caregivers and children were observed to be patient, curious and fun. One young person told us; 'I just want to say I am very happy with (caregiver) and the family I have now, they are such a lovely family. And I am very lucky to be part of them.' And an external professional said; 'The foster carer (name provided)

is an excellent carer who goes above and beyond to support the needs of the YP (young person) in her care. I cannot speak highly enough of her.'

Children and young people experienced a sense of belonging within caregiver families and were offered life-long relationships. They were included within an extended family network and all family events, celebrations and holidays which promoted a sense of being valued. Short breaks with caregivers familiar to them enabled children and young people to have time away from their caregiver household and develop a broader support network. When children were not placed with their brothers and sisters, where appropriate, they were supported to remain in touch and maintain meaningful relationships. Where possible caregivers developed positive relationships with birth parents and facilitated family time arrangements, enabling the child to navigate their place within two family networks.

Children and young people were consistently respected and listened to, and aware of their human rights. They were actively involved in decision making, in ways that were meaningful to them. One young person said; 'I always get to choose and have choices in almost everything.' Children and young people were supported to access independent advocacy services, and caregivers passionately advocated on their behalf. Children and young people exercised a high degree of choice in how they spend their time. They were involved in a wide range of leisure hobbies, activities and local community events. 'The Promise' highlights benefits of young people being able to draw support from a variety of responsible and trustworthy people in their local area. Community events and family fun days organised by the agency enabled caregiving households to meet and develop informal support networks. We heard how caregivers and young people enjoyed meeting up with each other and developing friendships, which were maintained outwith organised events.

Children were supported to set goals and ambitions and reach their full potential. This was a high priority for everyone in the service. Positive communication with education providers ensured a young person's needs were met and, if required, additional support packages were sought and provided. Children and young people's educational attainment and qualifications were higher when compared to national statistics for looked after children. Young people were supported in transitions to further education and voluntary and paid employment. The management team annually tracked and monitored positive destinations of all children and young people. Achievements of everyone in the service were recognised and celebrated in the services lifelong learning approach.

Caregiver families support children and young people to be well-informed about how to lead a healthy lifestyle. They were enabled and encouraged to make informed health and lifestyle choices by adults who were positive role models. Daily routines and structures, including good sleep patterns, supported their health and wellbeing. Children and young people's lives were further enhanced by being around and caring for animals. Attendance at community gardening and cooking groups organised by the service provided opportunities for children and young people to be actively involved in growing their own food and developing skills in cooking and food hygiene from an early age.

Staff and caregivers knew the needs, strengths and vulnerabilities of the children they looked after. They were protected physically and emotionally. Staff and caregivers had formed effective partnerships with key professionals. Their capacity for growth and change was recognised and promoted. One member of staff was qualified in 'Therapeutic Life Story Work' (TLSW), assisting children and young people to make sense of their own unique history. TLSW training was delivered to staff and caregivers. A range of credible, high-quality therapeutic interventions were purchased. These interventions enabled children and young people to build emotional regulation, resilience and self-esteem. Senior management recorded and reviewed therapeutic interventions, and improvement plans were influenced from the analysis of this and other data gathered.

The service provided a wide range of internal and external training sessions, delivered in a wide variety of formats to suit different learning styles. Caregivers' attendance at mandatory training was tracked and monitored, and professional development needs and potential training opportunities were discussed. Caregivers valued the quality of training provided, and had opportunities to reflect upon learning and application in practice. They reported positive trusting relationships with an experienced, responsive and knowledgeable staff team which assisted them to look after the children in their care. The services' Behaviour Support Team were available for consultations, and their expertise enhanced people's learning and understanding of complex behaviours. We were told 'The carers are provided with a high level of support from their SSW (supervising social worker) and the team. They are provided with coaching and training to support their role in providing a positive care experience for the young person.'

Panel membership was diverse, and there were clear lines of communication and robust quality assurance processes. The Agency Decision Maker occasionally observed a panel and feedback provided was well received and actioned. The young champions group, who met regularly, were supported to develop a list of questions for caregivers, which were considered at each panel. Caregiver assessments were detailed, comprehensive and the high quality was consistent. They identified caregiver knowledge, skills and vulnerabilities, which assisted in the matching process. One panel member told us; '...we are regularly asked about the quality of panel reports..... reports have become better focused and detailed.' The views of children and other stakeholders were sought and included. Panel members adopted a curious questioning approach and reinforced critical elements of a caregiver's role and responsibility such as attending training and maintaining records of children's day to day life. Caregivers had both a 'snapshot' of the family and a more detailed 'family book' which was provided to children and young people as they prepared to transition to a new caregiver household.

## How well is our care and support planned?

**5 - Very Good**

We evaluated this quality indicator as very good. We identified major strengths in supporting positive outcomes for people. We saw that opportunities were taken to strive for excellence within a culture of continuous improvement.

Children and young people were supported to communicate their views and wishes in care planning, in a way that they understood and felt comfortable with. Documentation highlighted multi-agency planning and regular reviews to update a child's plan. One young person told us 'I love where I stay, I just don't like having to tell SW (social work) every time there is reviews and meetings the same thing, the questions are asked every year....'

Caregiver, children and young people's documentation included home safety checks, safer caring and risk assessments. Without adding to existing paperwork, we wondered if some documents could be more child friendly and include their views, thereby ensuring all children's assessments aligned with the service's values, principles and codes of practice.

Care planning was based on safe, healthy, achieving, nurtured, active, respected, responsible and included (SHANARRI) indicators. They were specific, measurable, achievable, reliable and time-bound (SMART) in approach to ensure that children and young people experienced healthy enjoyable and meaningful lives.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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	6 - Excellent
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

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