

Supported Carers Scheme Adult Placement Service

North Ayrshire Council
Cunninghame House
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Type of inspection:
Unannounced

Completed on:
5 November 2024

Service provided by:
North Ayrshire Council

Service provider number:
SP2003003327

Service no:
CS2008168320

About the service

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. North Ayrshire Council provides an adult placement service for young people. The service recruits and supports carers to provide a nurturing environment that supports young people's practical and emotional needs to help them move successfully onto independence. The service is based in North Ayrshire.

About the inspection

This was an unannounced inspection which took place on 24 October 2024, 09:00-17:00 and 25 October 2024, 09:00-17:00. 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 one young person using the service and two carers.
- We spoke with three staff and two management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Young people were safe and thriving
- Carers were motivated and confident in their role
- Carers were had regular contact with services and felt supported
- There was no consistent quality assurance system in place
- Carer supervision lacked structure and continuity
- Formal planning reviews had not taken 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 good is our leadership?	3 - Adequate
How good is our staff team?	3 - Adequate
How well is our care and support planned?	3 - Adequate

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

Quality Indicator: 1.2 Children, young people and adults get the most out of life.

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People were recognised as the experts in their own need and wishes. Young people were fully involved in decisions about their care and support that affected them.

Young people chose how to spend their own time and benefitted from developing interests in what mattered to them.

Young people were enabled to get the most out of life and explore their interests and skills. Achievements were recognised and celebrated supporting young people's confidence and self-esteem.

Young people were safe. Carers were confident in the role of ensuring that young people were protected from harm, abuse and exploitation. Regular contact from Social Work meant that carers were confident in being supported whenever required.

Young people were supported to understand risk and to make informed choices. They were confident that carers had the skills and knowledge to help them understand these rights. Young people were able to be involved in any activities of their choosing.

How good is our leadership?

3 - Adequate

Quality Indicator: 2.2 Quality assurance and improvement are led well

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

The staff team continually evaluated people's experiences to ensure that those using the service had the right care and support to meet their needs. This was achieved through regular supervision and visits. Young people were informed about any changes, and their views were central to any changes.

Carers and young people were confident in giving feedback and raising issues and were confident that they would get a quick response from the service.

There had been no complaints about the service.

There was no evidence of carers or young people being involved with any evaluation of the service. There was little effective external evaluation of people's experiences to ensure that they were supported to achieve outcomes. This had the potential to impact negatively upon their overall wellbeing.

Carers had a good understanding of the standard of care that was expected of them, and they were confidently providing this.

There had been no formal quality assurance carried out of the support service. This was noted in the agencies own adoption and permanence strategy for 2024-25. There had been a lack of clarity regarding management responsibility of the team changing, as a result improvements activities had not been taking place in a consistent manner.

A new manager had been appointed and there was a commitment to implement regular consistent quality assurance moving forward. (See Area for Improvement 1).

Areas for improvement

1. The service should develop a culture of continuous improvement by implementing robust quality assurance of practice, ensuring a robust audit system is in place and promote a shared responsibility in quality assurance processes;

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19); And 'I use a service and organisation that are well led and managed.' (HSCS 4.23).

How good is our staff team?**3 - Adequate**

Quality Indicator: 3.2 Staff have the right knowledge, competence and development to support children, young people, adults and their caregiver families.

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Carers and young people were supported by staff who understood them and were sensitive to their needs and wishes.

Carers had access to training and identified training needs were discussed in supervision. There was a training calendar in place for the service for 2024/25. Carers spoke of feeling that there was not enough training specific to their role and that it was often generic.

Carers were confident that they could approach the service if they wanted to discuss their training needs. The carers were reflective in to their practice.

There was regular supervision of carers who felt very supported. They were confident that they were kept informed about service developments and had the opportunity to speak open and honestly about their views.

Carer supervision was not recorded in a structured consistent manner. A specific standardised recording of supervision would be beneficial to allow carers to reflect and contribute more meaningfully to their supervision. (See Area for Improvement 1).

Areas for improvement

1. The service should ensure that carer supervision is provided by the manager with direct responsibility for the service to ensure continuity of carer performance and development needs. Supervision should be recorded in a consistent format with the carers contribution evident.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I use a service and organisation that are well led and managed.' (HSCS 4.23)

How well is our care and support planned?**3 - Adequate**

Quality Indicator: 5.1 Assessment and care planning reflects the outcomes and wishes of children, young people and adults

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Young people benefitted from aspirational care. Young people were fully involved in all decisions about their care and were confident that their views were heard and acted upon. They had the freedom to exercise choice in all aspects of their lives.

The standard and consistency of support planning could not be effectively measured as there had been no formal review meetings for people in the last two years.

Young people did have access to advocacy services. We saw that there was a multidisciplinary approach to the provision of support. Service delivery was flexible to respond to needs.

No formal risk assessments were available, in the absence of care plans it was not possible to evidence how risk was being considered for everyone to ensure their wellbeing.

Young people were confident that they were fully involved in all aspects of decisions made regarding their care and support. Their plans for their future were fully considered and taken account of.

The lack of formal care plans and reviews meant that longer term planning was not being considered in structured and anticipatory way. Plans for the future, outwith the current support services should be considered and planned for as a priority.

This lack of formal planning mean that there was no contingency should young people be in crisis, creating uncertainty for young people and carers. (See Requirement 1).

Requirements

1. By 30 January 2025 the provider must ensure that key documents are effective in directing young people's care and support and promoting positive outcomes being achieved.

To do this the provider must, as a minimum: Ensure carers and young people are familiar with these documents.

- Review care planning and risk assessment documents to ensure these are SMART, reflect current circumstances and enable the effective delivery and review of care, support and outcomes.

This is to comply with Regulation 4(1)(a) (welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me' (HSCS 1.19).

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
1.2 Children, young people and adults get the most out of life	5 - Very Good
How good is our leadership?	3 - Adequate
2.2 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	3 - Adequate
3.2 Staff have the right knowledge, competence and development to support children, young people, adults and their caregiver families	3 - Adequate
How well is our care and support planned?	3 - Adequate
5.1 Assessment and care planning reflects the outcomes and wishes of children, young people and adults	3 - Adequate

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