

Fostering People Scotland Limited Fostering Service

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Announced (short notice)

Completed on:
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Service provided by:
Fostering People Scotland Limited

Service provider number:
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Service no:
CS2012311047

About the service

Fostering People Scotland Limited was registered with the Care Inspectorate on 12 March 2013. Fostering People is a private limited company, and wholly owned subsidiary of Polaris. It is registered as an Independent Fostering Provider under provision of the Regulation of Care (Scotland) Act 2001 and regulated by the Care Inspectorate.

The company's belief, reflected in their mission statement, is that all children and young people have a right to live in a safe, supportive, and life-enhancing family environment.

The adult care service was inspected at the same time as the fostering service.

About the inspection

This was a short, announced inspection which took place between 27 January 2025, and 21 February 2025. The inspection was conducted 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 four caregiver foster families.
- We spoke to staff and management.
- We attended a caregivers group.
- We observed practice and daily life, and reviewed documents.

Key messages

- Young People experienced supportive, nurturing and enduring relationships with caregiver families, providing them with a sense of belonging.
- Young People had a strong sense of their family identity and meaningful family connections were maintained.
- Caregivers valued staff skills and knowledge and felt very well supported by their supervising social worker.
- Children and young people's contribution to care planning was evident.
- Young people were supported to attain in education.
- Plans for young people were holistic specific, measurable, achievable, relevant and time-bound.

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 children and their families, therefore we evaluated this key question as very good.

Quality Indicator: 1.1 Children, young people, adults and their caregiver families experience compassion, dignity and respect.

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

1.3 Children, young people and adults' health and wellbeing benefits from the care and support they experience.

1.4 Children, young people, adults and their caregiver families get the service that is right for them.

Young People and carers had meaningful affectionate secure relationships. Relationships were based on love, compassion and empathy. Young people were thriving.

Carers were positive about the high quality and responsive support they received from their supervising social workers and the wider service. Carers felt that they were well trained and informed. All carers had access to regular training that was tailored to their needs and the needs of the young people they supported.

Carers enjoyed meaningful and enduring relationships with their supervising social workers and with the wider team at Fostering People Scotland. This was an area of strength.

Supervising Social Workers promoted reflective discussions as part of their supervising visits. Caregiving families felt valued within the service. We were told 'they really want to get to know us, everyone is very supportive.' Supervising social workers supported carers to ensure that young people's records were child centred.

Carers fully embraced the unique circumstances of each individual young person supporting them to explore all aspects of their lives. This ensured that young people were confident and secure in their sense of identity. Young people's confidence and sense of self-worth was promoted by their experience of being valued and accepted as individuals.

Young people took part in decisions about their care in ways that were meaningful to them. Caregiver and birth families were recognised as significant persons in the decision-making process. The views of all were listened to and respected, this was an area of strength. Carers advocated passionately on behalf of the young people when they felt that their needs were not being fully understood or supported.

Young people were supported to exercise a high degree of choice. They experienced personalised care and support from carers who fully understood their needs and preferences.

Short breaks were used if needed. Caregivers had family members who provided added support. Young people all had contact with family members and where possible had regular overnights with them. This provided continuity for the young people supporting the young person's sense of belonging and identity.

Young people were included in their community and were afforded numerous opportunities to develop their own interests. Young people were fully involved in family life and experienced regular holidays and activities with caregiving families.

Young people were supported to remain with siblings and where this was not possible, to maintain these important relationships.

Young people received support tailored to their individual need to ensure that they were fully engaged in education. Carers and the team worked closely with education to ensure best outcomes and when necessary were forthright advocates. School attendance for young people supported by the organisation was 96%. Children and young people's achievements were recognised and celebrated. Young people were supported to make considerable progress across all areas with some moving on to university.

The organisation had undertaken a significant piece of work focusing on the importance of education for young people. The "School Through My Eyes" project was an innovative piece of work where care experienced young people took part in a video highlighting to professionals the challenges faced in education and how to recognise and challenge these. This had yet to be implemented and its impact on improving outcomes assessed.

Caregivers were proactive, engaging in ongoing learning to improve outcomes for young people and ensure their care was tailored to their specific needs.

Young people were supported to develop the proper skills and knowledge to understand and manage risk allowing them to make informed decisions and remain safe. All young people had access to independent advocacy services.

Young people were thriving physically and emotionally. All young people were registered with health services and where needed, specialist services were identified. Professionals and carers worked together to ensure that the specific needs of the young people were met.

Young people were supported to have a good understanding of their history through memory boxes, life story work and regular time spent with birth family members. For young people who had moved, the organisation provided a 'while you were with us' record for young people which documented experiences with nurturing messages and pictures from carers and the staff team. Carers were provided with mandatory training, such as child protection and first aid ensuring the wellbeing and safety of the young people.

Carers had access to a wide range of training opportunities and used these to tailor their support to the needs of the young people. Carers showed a good understanding of how trauma affected all aspects of young people's lives and how to support them in a trauma informed way helping to build emotional regulation, resilience, and self-esteem. This ensured that young people were being supported by carers who were confident in their practice and knowledge.

Carers felt that they received the highest level of support from the service, that interventions were timely, consistent, and supportive. Carers told us 'I feel really valued', 'I can't fault them. You are never on your own.'

Caregivers had a good understanding of their role in promoting young people's access to health care which resulted in positive health outcomes for children. Young people were supported to lead healthy, active lives. Young people were supported to establish healthy daily routines which supported their physical and emotional wellbeing. All young people were central to family life ensuring they felt valued, nurtured and loved.

Carers were comprehensively assessed, recommendations were evidence based considering areas of strength and potential vulnerabilities. Young people's views were included and decisions reflected this. Staff and carers fully understood their role in the assessment process and contributed fully.

All relevant persons were fully involved in reviews of the quality of care provided and future planning. Young people were well informed about the decisions affecting their lives.

We saw that there were strong links between the service and partner agencies ensuring that the needs of the young people were fully understood.

There was a robust matching process and introductions to families were very well planned. Creative introductory videos to carer families were used to good effect allowing young people to have a good sense of the home and family that they were moving to, reducing anxiety, and promoting a smoother transition. The views of other young people living with care giver families were sought and fully considered.

Caregivers had positive relationships with management. Carers felt that they received high levels of support from across all aspects of the service and that any issues or queries were responded to with understanding empathy and confidence. Carers felt valued and listened to.

When there had been unplanned endings, these had been robustly reviewed, and organisational reflection and learning was clear informing future learning. The impact on young people was fully recognised.

How well is our care and support planned?

5 - Very Good

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

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

Young people led healthy meaningful lives supported by plans that were detailed and Specific, Measurable, Achievable, Realistic and Timely (SMART). Plans reflected the wishes and needs of young people and their carer families.

Young people and families were central to planning. Care plans and risk assessments were of a consistently high quality and were written with sensitivity and compassion. Young people told us that they were fully involved in their planning and were supported to lead and direct their development.

Regular auditing took place and ensured young people's wellbeing and safety was continually assessed and that plans were robust. Plans were consistently reviewed within timescales and decisions were reached on a multi-agency, consultative basis.

The consistent use of advocacy services was clear, young people who were not able to fully express themselves were supported to do so by carers, professionals, and birth family members. Birth families were actively involved and had forged positive relationships with carers ensuring the rights of the young people were championed.

Young people's records and recordings were of a high standard. There was some inconsistency with this and the organisation was fully committed to ensuring ongoing training and support to ensure continuity.

Fostering assessments and carer review reports were of a high standard. Reviews were held within timescales.

Panel processes were noted to be thorough and robust. Panel members were experienced and came from a range of backgrounds. There was a lack of diversity in the panel make up, this was recognised, and a proactive approach was taken to rectify this.

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
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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

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