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| Report To: | Inverclyde Community Health & Care Partnership Sub-Committee | Date: | 12 January 2012 |
| Report By: | Corporate Director Inverclyde Community Health & Care Partnership | Report No: | CHCP/05/2012/SMCA |
| Contact Officer: | Head of Children's Services & Criminal Justice | Contact No: | 01475 715379 |
| Subject: | Care Inspectorate: Throughcare and Aftercare Team - Housing Support Service | | |

1.0 PURPOSE

- 1.1 The purpose of the report is to advise members of the outcome of the inspection of the Housing Support service provided by the Council's Throughcare and Aftercare team to young people who were previously looked after.

2.0 SUMMARY

- 2.1 In October 2011 the above service was subject to inspection by the Care Inspectorate. This inspection took the form of an unannounced visit, inspection of written documentation and consultation with social work staff and young people. This was the first inspection of this service under the new inspection agency.

- 2.2 A full public report of this inspection with grades will be published on the Care Inspectorate website.

- 2.3 The inspection focused on two main quality themes.

Quality of Care and Support
Quality of Environment.

Previous inspections have focused on these and the other quality theme of Management and Leadership.

- 2.4 The service maintained the previous quality grading awarded in March 2009 of 5 – very good - across both themes.

3.0 RECOMMENDATION

- 3.1 Members are asked to note the inspection and the very good work undertaken by staff within the service.

Robert Murphy
Corporate Director Inverclyde Community Health & Care Partnership

4.0 BACKGROUND

- 4.1 In April 2011 Social Care and Social Work Improvement Scotland (SCSWIS) was set up by the Scottish Government and in effect replaced the previous regulatory bodies of the Care Commission and Social Work Inspection Agency. In October SCSWIS changed their name to the Care Inspectorate.
- 4.2 One of the main functions of the Care Inspectorate is to regulate and inspect care services thus providing assurances and protection for individuals who use these services.
- 4.3 The recent inspection is the first to have been undertaken by the Care Inspectorate in respect of this service.
- 4.4 In line with the new regulatory time frames no further inspections are planned for at least 2 years unless issues of concern or complaints are noted by the Care Inspectorate.

5.0 PROPOSALS

- 5.1 No specific requirements or recommendations arose from the inspection.
- 5.2 By further embedding the principles of GIRFEC the service will strive to clearly evidence the outcomes for previously looked after young people and improve the standards of housing support.
- 5.3 The Scottish Government launched the Whole Systems approach to supporting 16 – 17yr olds involved in offending. The service recognises the role housing support will have in implementing effective whole systems approach to youth offending.

6.0 IMPLICATIONS

- 6.1 Legal: None
- 6.2 Finance: None

| Cost Centre | Budget Heading | Budget Year | Proposed Spend this Report | Virement From | Other Comments |
|--------------------|-----------------------|--------------------|-----------------------------------|----------------------|-----------------------|
| | | | | | |

- 6.3 Equalities: None

7.0 BACKGROUND INFORMATION

Copy of Inspection Report

Care service inspection report

Throughcare Team

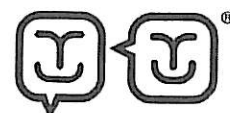
Housing Support Service

Dalrymple House
195 Dalrymple Street
Greenock
PA15 1UN
Telephone: 01475 714038

Inspected by: Helen Murphy

Type of inspection: Unannounced

Inspection completed on: 10 November 2011



HAPPY TO TRANSLATE

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Service provided by:

Inverclyde Council

Service provider number:

SP2003000212

Care service number:

CS2004078037

Contact details for the inspector who inspected this service:

Helen Murphy

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

| | | |
|--------------------------------------|---|-----------|
| Quality of Care and Support | 5 | Very Good |
| Quality of Staffing | 5 | Very Good |
| Quality of Management and Leadership | | N/A |

What the service does well

The service used a range of ways to involve the young people.
They worked well at supporting the young people to obtain good quality housing and maintain their tenancies
Staff were committed and had all been in post for lengthy periods

What the service could do better

The Local Authority should ensure that the impetus for the Corporate Parenting Strategy is maintained.
They should consider the range of training opportunities available for long serving staff members.

What the service has done since the last inspection

The service has continued to deliver a high quality service.

Conclusion

The service has achieved grades of very good across all the quality statements looked at during this inspection.

Who did this inspection

Helen Murphy

1 About the service we inspected

The Throughcare service provides support to young people within the Inverclyde Council area who have been Looked After. It offers a range of services and support, including housing support which was registered with the Care Commission in 2004.

Social Care and Social Work Improvement Scotland (SCSWIS) regulates care services in Scotland. It awards grades for services based on the findings of inspections. These grades, including any that services were previously awarded by the Care Commission, are available on www.scswis.com.

Before April 1st 2011 this service was registered with the Care Commission. On this date the new scrutiny body Social Care and Social Work Improvement Scotland (SCSWIS) took over the work of the Care Commission including the registration of care services. This means that from April 1st 2011, this service continued its registration under the new body SCSWIS.

The housing support service previously had dedicated workers but due to the falling numbers of young people taking up the housing support part of the service the workers are now integrated within the team.

At the time of the inspection 2 young people were using the service.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - N/A

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

In this service we carried out a low intensity inspection.

This report was written following an short notice announced inspection on by one SCSWIS Inspector, Helen Murphy . The inspection took place at the office base. As requested by us, the care service sent us an annual return. The service also sent us a self assessment form.

We issued 20 questionnaires to people who used the service. At the time of the inspection only 2 people were using the service. 1 completed questionnaire was returned before the Inspection

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including,
Evidence from the service's most recent self assessment
Personal Plans of people who use the service
Training records
Service's participation information
Team Meeting Minutes

Discussions with various people including;
Manager and two staff members

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under. The service provider identified what they thought they did well, some areas for development, and any changes they had planned. The service provider told us how the people who use the care service had taken part in the self assessment.

Taking the views of people using the care service into account

At the time of the inspection there were only 2 young people using the housing support element of the Throughcare service. Neither if them were available to talk with in person, however we received 1 questionnaire. The young person strongly agreed that they were happy with the care and support they received.

Taking carers' views into account

N/A

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Overall grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

The service had a participation strategy that detailed the different ways in which young people and their families would be involved in evaluating the service.

Questionnaires had been sent out to a range of stakeholders asking about areas such as information given, how could improvements be made, were young peoples views respected. There was evidence that this information was utilised to improve service provision.

We saw a recent newsletter, giving service users information about changes to the regulatory body and other relevant information.

Young people were involved in the Talkback participation group - this had contributed to the Development Plan for 2011/12 for the range of childrens services across the Council. Issues such as promoting participation, influencing decision making, and communication had been discussed with specific actions, responsible persons and dates for review all being incorporated.

An information leaflet detailing the Throughcare service had been developed.

Young people were fully involved in their care plans and the Pathways plans were very interactive.

Inverclyde Council had developed a Parenting Strategy/Childrens Champion initiative which was currently being evaluated by SIRCC. This evaluation document is in draft form. As a result of this strategy, evidence was seen of better housing and more negotiation with education for the young people in Inverclydes care.

A Continuous Improvement Plan was in place which reviewed sections of the participation strategy.

Areas for improvement

The service should continue to evidence a range of methods of seeking the views of the young people. In particular this should focus on the housing support element of the service, although it is recognised that fewer young people use this element of the Throughcare service.

Utilising the GIRFEC (Getting it Right for Every Child) framework in care planning and evaluation would improve performance in relation to this statement.

The Local Authority should ensure that the Corporate Parenting strategy does not lose impetus, and young people can still access a champion as necessary.

The service should continue with attempts to develop a service users forum for those young people in receipt of a housing support service.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

Service strengths

The aims and objectives of the service were, "to improve outcomes for young people who were previously looked after by the Local Authority, by maximising their potential"

The ethos of the housing support service within the Throughcare Team was aspirational. Young people were encouraged to have expectations with regards to their futures and in particular to Housing. They were supported to maintain a tenancy and were encouraged to seek housing in better areas. This was apparent through care plan information and speaking with staff.

Young people were encouraged to participate in their risk assessment documentation and the action plan to reduce risk.

Protocols between Throughcare and Homeless Services, Skills Development Scotland, Inverclyde Community Health Care Partnership, Social Work Services and Careers Scotland were all in evidence. These maximised the cooperation and support available to the young people in order to enable them to gain skills, housing and other support necessary to achieve their potential. Staff confirmed that good links had been made with the Housing Providers which enabled early intervention if any problems arose.

Areas for improvement

Evidencing specific outcomes for young people as a result of using the Housing Support service would improve performance in relation to this statement. Long term and short term achievements could be measured.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

Strengths were identified under statement 1.1

Young people were encouraged to express their views about the staff.

Areas for improvement

The service should continue with plans to involve service users in the selection of staff .

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

The service had a very stable staff team with little turnover. They appeared committed to improving outcomes for the young people with whom they worked and were aspirational with regards to this.

The staff were clear about the separate housing support function within the team, although fewer young people were using the service. They had developed good working relationships with colleagues in other departments to support the young people.

They had regular team meetings and supervision and a new appraisal system had been introduced by Inverclyde Council. This was still to be rolled out to all staff.

Recent training had included mandatory courses such as Child Protection, Adult Support and Protection, Personal Safety etc, but other courses had been offered such as working with uncooperative parents, "we can and must do better". Some staff felt there were few new courses to attend for employees who had been with the Local Authority for some time.

Areas for improvement

The Local Authority should consider the range of training events available to staff over and above mandatory training.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership - NOT
ASSESSED

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

| | |
|--|---------------|
| Quality of Care and Support - 5 - Very Good | |
| Statement 1 | 5 - Very Good |
| Statement 2 | 6 - Excellent |
| Quality of Staffing - 5 - Very Good | |
| Statement 1 | 5 - Very Good |
| Statement 3 | 5 - Very Good |
| Quality of Management and Leadership - Not Assessed | |

6 Inspection and grading history

| Date | Type | Gradings |
|------------|-----------|---|
| 4 Mar 2009 | Announced | Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good |

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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