

# Care service inspection report

Full inspection

## **Kibble's Adult Placement Services** **Adult Placement Service**

Kibble Education and Care Centre  
Goudie Street  
Paisley

Service provided by: Kibble Education and Care Centre

Service provider number: SP2004007042

Care service number: CS2013317686

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

## Contact Us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

[www.careinspectorate.com](http://www.careinspectorate.com)

 [@careinspect](https://twitter.com/careinspect)

## 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 | 5 | Very Good |

### What the service does well

Kibble's Adult Placement Services provides a seamless transition service for young people who use the intensive foster service who then move on to an adult placement. Outcomes were very good and young people were able to be supported to gain further education and skills which enable them to gain employment. The services also have access to therapeutic interventions that assist young people to understand aspects of their behaviour and enable them to develop strategies which allow them to be productive citizens.

### What the service could do better

The service should consider revising aspects of their personal plans to ensure that they are in keeping with the support that the young person is receiving. It was apparent that there was some slippage in the supervision that carers and staff were receiving. This was in the process of being resolved.

### What the service has done since the last inspection

The service had continued to support young people achieve quality outcomes. There was a continuing commitment to ensuring active involvement in the planning and development of the service for staff, carers and young people. The

service continued to value and support staff in self development and training and there are excellent opportunities for staff to gain further academic qualifications.

### **Conclusion**

This service has continued to meet young people's individual support needs enabling them to be well nurtured and cared for in family homes. The service provided to the young people was of an extremely high standard and the young people were very positive with regard to their accommodation and support.

# 1 About the service we inspected

Kibble's Adult Placement Services (APS) gives young people the opportunity to live in a supportive and structured family environment, enabling them to receive emotional and behavioural support whilst developing the social skills to support their future and community living. It provides a comprehensive support service that includes 24-hour on call support.

Their aim is to develop trusting relationship and positive social skills that enable them to address their challenging behaviour in a structured and safe community. The service also provides access to further education or work placement in the community, including, where appropriate, placements in KibbleWorks.

This service registered with the Care Inspectorate on 11 October 2013.

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

## Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

## Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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 - Grade 5 - Very Good**

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.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0345 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

We wrote this report after an unannounced inspection carried out on 18 and 19 November 2015 by one inspector. We gave feedback to an executive director and the two operations managers on 2 December 2015.

As requested by us, the provider sent us an annual return and self assessment form.

We also requested information and evidence from various sources, including relevant records and other documents, including:

- case file
- complaints records
- staff training records, including planned training
- staff supervision timetables
- staff meeting records
- lone working policy
- Child Protection records
- Child Protection policy
- service development plans
- board meeting minutes
- good practice gathering
- Certificate of Registration
- insurance details
- quality assurance information
- self assessment.

We spoke with the following people:

- one young person
- one carer
- one throughcare worker
- one staff member
- service manager
- operations manager
- registered manager
- human resource manager
- IT manager.

### 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.firescotland.gov.uk](http://www.firescotland.gov.uk)



## 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 service had completed a self assessment form as requested by the Care Inspectorate. This document had been completed to a very high standard and included staff, carers and young people's involvement. This self assessment contained information on what the service thought that they did well and how they thought some things should be improved.

## Taking the views of people using the care service into account

We were unable to meet with the young person who currently used the service, however we were able to have a telephone interview. The young person indicated that they were very satisfied with the care and support that they received from the service. The young person stated that they had very good relationships with their carer and also with their key worker. These are some of the young person's comments:

- "I know how to make a complaint, there is a complaints form. However, I don't have any complaints."
- "My keyworker is very good and I'm able to meet up with them regularly. We also keeping touch with text."
- "The service is really good, they really care for me."

- "I previously used Who cares? and could if I wanted to but I choose not to at the moment."
- "Yes, I have a personal plan but I don't want to have to be fully involved in it."

The young person was very clear that the service had provided them with very good opportunities to succeed and also provided "excellent" continued support.

### **Taking carers' views into account**

We had a telephone interview with the young person's carer who intimated that support from the service was always there and that they had good access to training. They provided the service with regular feedback on the young person and indicated that there was an open door policy where they had good access to the service manager for support. They were actively involved with the self assessment and planning of the service and had been at the annual launching of the service action plan. We also contacted the local authority that had involvement with the service. They indicated that the service met the young person's needs and that the young person had continued to be well supported to have quality outcomes.

## 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

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

All aspects of this statement were met, some aspects were exemplary and the performance of the service was graded as excellent. This is characterised by consistent mechanisms and strategies that the organisation had implemented to engage young people and carers in evaluating and developing the service provision.

Young people and their carers were actively involved in developing their care plans and risk assessments. Young people met up regularly with their key worker to discuss aspects of their care. These were recorded in a framework which used the best practice wellbeing indicators. The service had used innovative methods to engage with the young person using video recordings and also audio recordings. The young person stated: "I'm fully involved in my care plan even although I don't see the use of it."

The service had made very good use of external advocacy services to ensure that young people's voices were heard. The young person had regular opportunities to meet up with Who Cares? and intimated that they chose not to use this service at this moment. They had previously been involved at national events and conferences with Who Cares? Scotland. The service had recently

expanded the support that it received from Who Cares? and the workers of this service have a very visible presence in the organisation.

Young people had the opportunity to take part in regular activities that encouraged feedback on the service. The young people and carers were fully involved in the evaluation of the service and also in determining the improvement of the service. The service had an annual launch of their service action plan which was a fun event with involvement of the young people and their carers.

Young people regularly identified changes in the day-to-day issues of care. We saw examples of young people being involved in discussing an annual holiday and the service responding appropriately to support young people having positive experiences.

All young people were found to be aware of the complaints systems. The young person currently using the service indicated that they "had no complaints." They indicated that they were able to approach staff directly as they had very good relationships with all the staff who were involved in their care. Complaints were investigated and outcomes were fed back directly to the complainant. Most young people were satisfied with the complaints process.

The service had well developed systems in place to gain the opinions of young people and their carers. This includes regular Survey Monkeys (online questionnaires). These were then used to inform the development of the service. These strategies were used consistently throughout the year to ensure that the service was continually developing and improving based on the outcomes and opinions of the young people.

The service had a number of organisational meetings which involved carers and young people. These included the adult placement recruitment and development group which had active involvement of young people and carers who were influential in ensuring new staff had appropriate values and skills to provide a quality service. Young people were also involved in the production of promotional material about the service and had written editorials about their experiences using the service.

The organisation placed a high value on disseminating information with young people and carers. We found many examples in the Kibble Katch Up (newsletter). This shared the developments in the service as well as the achievements of young people and staff.

The organisation was committed to aligning itself with the 7 Golden Rules for Participation produced by the Scottish Commissioner of Children and Young People. These best practice statements were used in the service to ensure that young people and their carers' opinions were recorded and encouraged. Overall, there were excellent structures in place which ensure active participation in this organisation.

### Areas for improvement

The service to continue to explore opportunities to involve young people in the creation and reviewing of their personal plans.

### Grade

6 - Excellent

**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

There was very good evidence that young people were able to make individual choices so that every young person was supported to achieve their potential. We graded this statement as very good as there were major strengths.

Young people were supported to achieve. We saw evidence of young people being supported through transition from school to further education, then progression to work placement then on to securing full time employment. Young people had some fabulous opportunities to gain experience in work place settings in KibbleWorks and used this as a stepping stone to gain employment. There were examples of young people maintaining employment and having developed a positive work ethic. These were supported by carers who were able to provide a caring nurturing environment where they could develop their skill and would help them eventually move on from the service.

Young people were supported to develop positive strategies which supported their own development. We saw examples where they were supported to attend the gym and also have quality experiences. One young person had been supported to travel abroad. The service had also ensured that milestones were supported, such as driving lessons at 17 years and also marking special occasions like 18th birthdays in a variety of settings which are contained within the overall service. Carers and key workers were very good at supporting young people to make sensible choices and develop skills for life.

Young people were involved in their personal planning. Due to the age of young people they were less than enthusiastic about being involved. The service had been innovative in their approach at developing visual video plans. However, there was a need for these to be continued to be improved on to ensure that they record the full range of support that the young person receives from the service (see Areas for Improvement).

The service had developed their recording system to ensure that these were informed by the Scottish Government initiative Getting It Right For Every Child (GIRFEC) paperwork. These incorporated the SHANARRI (safe, healthy, achieving, nurtured, active, respected, responsible, and included) wellbeing indicators. Staff were very good at recording their individual session with young people in this new corporate language.

In some instances there was support from the Specialist Intervention Service (SIS) who were able to support individual young people and their carers developing strategies which will help young people. The service had a range of highly trained professionals who provided programmes, such as family therapy, art therapy, smoking cessation education, one-to-one work on self harm, cognitive behavioural therapy (CBT), and individual trauma counselling. The involvement of this specialist service has assisted young people and given them coping strategies that help them in their day-to-day life.

We saw examples of young people being supported to develop leisure interests. We found that all were encouraged to have positive plans for their future and to develop self care skills, such as cooking and laundry. These all helped young people gain important skills which would help them move on. We found that young people had been involved in presenting at national and local conferences to share and promote learning within the residential environment. This had helped them develop their self worth and confidence.

Staff and carers were exceptional at developing positive relationships with young people where they felt valued and cared for. The young person interviewed was extremely positive about the skills and motivation of this small dedicated staff team.

### Areas for improvement

The service had a well developed outcome tool that recorded young people's progress. We had discussions with the management team about the potential of expanding this to include the young person's and carers' involvement in this process.

There was a need to expand the current personal plan to include all aspects of support that the service was working on with the young person. It would be beneficial if the young person could be involved in signing off this paperwork **(see Recommendation 1)**.

### Grade

5 - Very Good

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 1**

1. The service to fully develop their personal plans to ensure that they reflect the targets and goals that they currently working on.

**National Care Standards, Adult Placement Services - Standard 6: Support Arrangements.**



## 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

The findings in this statement are similar to those identified in Quality Theme 1 - Statement 1.

Young people were actively involved in the recruitment and selection of staff. They were also involved in the appraisal system for carers.

#### Areas for improvement

The service should continue to consult with young people in accessing and improving the quality of staff.

#### Grade

6 - Excellent

**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

We found that there was very good evidence of a professional, trained and motivated workforce.

We sampled staff files to assess how effectively the provider implemented safer recruitment. We found that the service followed best practice in their recruitment and selection process. There was a robust system in place to ensure that staff were members of the Protecting Vulnerable Groups (PVG) Scheme. This included a protocol to ensure that all staff were rechecked in the PVG Scheme every three years.

All staff in the service were registered with the Scottish Social Services Council (SSSC). All staff had gained minimum qualification of a Scottish Vocational Qualification (SVQ) 4. The service had a rich learning culture which ensures staff had the opportunities to undertake training. All staff had access to online training and also had completed internal training courses. These included:

- Applied Suicide Intervention Skills Training (ASIST)
- Child Protection/Adult Protection
- data protection
- fire safety
- legal high training
- manual handling
- SCM training
- social pedagogy.

The service was also at the forefront of developing a pathway into the residential child care degree in partnership with the University of Strathclyde. The service had already created and delivered an introduction to social pedagogy to all staff and also carers.

Carers also had mandatory training events and had completed a Skills to Care training course which contained a focus on social pedagogy.

We found that several staff had been involved in presenting at national and international conferences to share and promote the learning which existed in the organisation.

Staff were able to confirm that there were many opportunities for support and supervision. These included regular weekly team meetings. Staff indicated that

there was an 'open door policy' and staff could drop in for informal supervision with their line manager. Most staff and carers indicated that they received regular effective supervision and had annual appraisals based on the Continuous Learning Framework. The service had also planned development days for all staff where staff were encouraged to comment on the development of the service.

### Areas for improvement

Due to the opening of a new provision there had been some slippage in maintaining regular supervision in the timescales that were outlined in the organisation policy (**see Recommendation 1**).

### Grade

5 - Very Good

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 1**

1. The service must ensure that all staff and carers receive effective supervision in keeping with the timescales outlined in the organisational policy.

**National Care Standards, Adult Placement Services - Standard 5:  
Management and Staffing Arrangements.**

## Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service."

#### Service strengths

The findings in this statement are similar to those identified in Quality Theme 1 - Statement 1.

#### Areas for improvement

The service should continue to consult with young people, where appropriate, regarding the quality of management.

#### Grade

6 - Excellent

**Number of requirements - 0**

**Number of recommendations - 0**

### Statement 4

"We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide"

#### Service strengths

The service evidenced a very good approach to quality assurance, with structured systems in place to monitor and develop the quality of all aspects of the service. It provided a wide range of evidence to show that it involved young

people, carers, staff, and stakeholders in evaluating all aspects of the service operation.

The service had a structured, comprehensive approach to quality assurance which covers all aspects of the service. The service was highly committed to actively listening to the views of young people, carers and other stakeholders. The service responded appropriately to their opinions which were used to inform the overall development of the service. The quality of the service was reflected and reviewed at all levels of supervision, team meetings, quality assurance checks, senior manager meetings, and at board level.

We found a comprehensive range of audit systems which were carried out and cross-checked at all levels within the organisation. Structured monthly audits were completed by service managers, while operations managers also regularly review these processes. These documents confirmed that quality assurance supported improvement and any changes were informed by best practice.

Reporting and monitoring was a feature and the service was required to complete monthly reports which were presented to the board and its sub-committees, providing excellent governance for the organisation.

The service had well structured questionnaires in the form of a Survey Monkey which sought feedback from young people, carers and other stakeholders. All indicated high levels of satisfaction with the service.

Evaluations and assessment of the service were completed with full involvement of young people, carers and staff. There was a culture of meaningful involvement that contributed to all being fully aware of the plans for improvement for the next year. These plans were then launched at fun days that involved all active participants.

The organisation achieved external framework awards which promote business improvement and were credited with a Investors in People Gold Award and also the European Foundation for Quality Management (EFQM) Stage Two Committed to Excellence Award. These were in recognition of the organisation being committed to providing an excellent service where all stakeholders are valued by the organisation.

The service had a responsive and structured complaints procedure which deals constructively with complaints. These were collated by the director of the service and reported on monthly to the board.

The service had a proactive response to inspection and also with compliance of notifications to the Care Inspectorate.

### **Areas for improvement**

There was a need for the service to ensure that the elements that have been identified for improvement are reviewed regularly as part of their quality assurance process.

### **Grade**

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## **4 What the service has done to meet any requirements we made at our last inspection**

### **Previous requirements**

There are no outstanding requirements.

## **5 What the service has done to meet any recommendations we made at our last inspection**

### **Previous recommendations**

There are no outstanding recommendations.

## 6 Complaints

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

## 7 Enforcements

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

## 8 Additional Information

There is no additional information.

## 9 Inspection and grading history

| Date        | Type        | Gradings                  |               |
|-------------|-------------|---------------------------|---------------|
| 16 Jun 2014 | Unannounced | Care and support          | 6 - Excellent |
|             |             | Environment               | Not Assessed  |
|             |             | Staffing                  | 5 - Very Good |
|             |             | Management and Leadership | 6 - Excellent |

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

You can also read more about our work online.

### Contact Us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

[www.careinspectorate.com](http://www.careinspectorate.com)

 [@careinspect](https://twitter.com/careinspect)

### Other languages and formats

**This report is available in other languages and formats on request.**

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੈਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.