

Care service inspection report

Full inspection

Kibble Housing Support Services **Housing Support Service**

Goudie Street
Paisley



HAPPY TO TRANSLATE

Service provided by: Kibble Education and Care Centre

Service provider number: SP2004007042

Care service number: CS2014324762

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.

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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	4	Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good

What the service does well

Kibble Housing Support Services supports young people who have recently moved from residential care into their own tenancy. The service provides individual support packages which help young people to sustain their own accommodation in the Renfrewshire area. All young people using the service indicated very high levels of satisfaction with the service.

What the service could do better

This was a new service and there was a number of areas for development, these are outlined in the full report. The main elements for development were the need to ensure that personal plans were developed to reflect the monitoring and recording system of the Better Futures framework. The service would also benefit from gaining stronger links to community resources near where young people have their tenancies. This would allow them to gain supportive strategies which will help with their move on from the service.

What the service has done since the last inspection

This is the service's initial inspection.

Conclusion

Although Kibble Housing Support Services is a new service they have built on the existing relationship with young people to ensure that their transitions from the residential placement have been successful. The service provides practical support to young people where they are valued, nurtured and encouraged to grow in their self confidence. All young people within the service have gained related work placements through the organisation KibbleWorks. These have been essential for young people developing positive work ethics and routines which will eventually help them move on.

1 About the service we inspected

Kibble Housing Support Services gives young people the opportunity to move from a residential placement to enable them to sustain their own tenancy. The service provides structured support enabling young people to develop skills for life which help them move successfully into adulthood. The service provides a comprehensive support package which include access to 24-hour on call support. The service also provides access to further education or work placements in the community, including placements in KibbleWorks.

This service registered with the Care Inspectorate on 23 December 2014.

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at 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 4 - 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 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 17, 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:

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

We spoke with the following people:

- one young person
- one social worker
- two staff members
- 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

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: No

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, carer 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

The service had two young people currently using the service. Only one wished to be interviewed. The young person was extremely positive with regards to the care and support that they received. It was obvious that the young person had very good relationships with all the staff. They had access to regular key worker sessions and they indicated that staff were very good at helping them focus on specific tasks. We asked the young person to grade the service using the same grading tool that we use during inspection. The young person graded the service:

- care and support: 6 - Excellent
- staff: 6 - Excellent
- management: 6 - Excellent.

The young person stated that "my confidence has increased since moving into my own flat."

Taking carers' views into account

It was not possible to interview carers during this inspection.

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: 4 - 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

At this inspection we found that the performance of the service was very good for this statement. The service encouraged and supported service users to participate in their care and support effectively. We looked at records and spoke with young people and staff.

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 the Kibble Journey. The young person that was interviewed indicated that they regularly reviewed his personal plan with his key worker.

The service had expanded their commitment to having Who Carers? Scotland as an external advocacy service. Young people were aware of these workers and had used them over a number of years to reflect their opinions about the service. Individual young people also had access to children's rights workers who were employed on behalf of their local authority.

Young people had the opportunity to take part in regular activities that encouraged feedback on the service. There was a weekly drop-in session at the

service and there were plans to expand this in the future. Young people welcomed the opportunity to meet up as a group for social events. These drop-in sessions were used to determine any areas of development of the service. The management team had started to use information from these meetings to inform the development of the service.

Young people regularly identified changes in the day-to-day issues of care. We saw examples of young people being involved in developing opportunities for them to take part in community activities. One young person frequently goes to football games and has regular activities which he takes part in locally. It was evident that staff were committed to supporting young people to have access to a range of opportunities and experiences that make living in their own home a positive experience.

All young people were aware of the complaints systems. The young person interviewed stated that they would approach staff in the first instance if there were any concerns but was also aware of the formal complaint process. The service had not received any complaints.

The organisation placed a high value on disseminating information with young people and carers. We found many examples in the Kibble Bugle (newsletter). This shared the achievements of young people, staff and also news about the new services.

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

It would be beneficial for the service to further develop their handbook which they issue to young people. This could be expanded to incorporate best practice information from www.leavinghome.info.

Grade

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 service was delivering opportunities for young people to achieve their potential, resulting in very good outcomes for young people using the service. We looked at records and spoke with young people and staff.

Young people were supported to achieve. We saw evidence of young people being support through transitions from school to further education then on to work placement. Young people had some fabulous opportunities to gain experience in workplace settings in KibbleWorks and use this as a stepping stone to gain employment. Both young people had sustained work placements and were developing skills which would help secure them full-time employment. Both young people had developed positive work ethics and enjoyed having positive opportunities. Staff supported young people after work to gain new skills and improve existing skills which 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 football matches, the gym and also the local leisure centre. We also saw staff supporting young people to make sensible choices and reinforcing health choices, such as sensible drinking and healthy eating.

Young people were involved in their personal planning. The service had developed the Kibble Journey which were personal plans which included the wellbeing indicators of the best practice framework Getting It Right For Every Child (GIRFEC). The service had identified the need to improve these (see Areas

for Improvement). These plans also had risk assessments that described the strategies that would be used to reduce the risk which this group of young people exposed themselves to.

The service encouraged all young people to be registered at local community health services, like GPs, dentists, community health opticians, and the sexual health service. The service was also developing additional links with other local resources so these could be used by young people when they moved on.

Young people in the service also have access to the organisation's Specialist Intervention Service (SIS) who were able to support individual young people. The service had a range of highly trained professionals which 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 by giving them coping strategies that help them in their day-to-day life.

We found that staff were involved in developing practical support programmes for young people 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 felt that this could be further developed and have outlined this in Areas for Improvement.

Staff were found to be highly skilled at developing positive relationships with young people where they felt well supported, nurtured and valued. The young people were extremely positive about the skills and motivation of this small dedicated staff team.

Areas for improvement

The service had recently been established and was in the process of strengthening links with the wider community resources. There was a need to continue to develop links with the Citizens Advice Bureau (CAB), health agencies and also money advice centres.

The service could develop some aspects of the support to be more group work orientated. We had discussions with the management team about expanding inputs to young people around budgeting, health and living on your own. The service was signposted to other providers who had well established programmes.

The service was in the process of developing a pre-admission assessment which would provide essential information to enhance personal plans. These would focus on potential goals and outcomes that young people would develop. We look forward to examining this tool at the next inspection.

The service was investing in a new recording system for personal plans which would use the Better Futures web-based tool. This is an outcomes monitoring system. The service is adapting this system to incorporate the wellbeing indicators. This will have the potential to record the targets that young people are working on and monitor their progress. This is an essential addition to the development of the personal plans **(see Recommendation 1)**.

There was a need to ensure that personal plans were reviewed in keeping with the timescales outlined by the organisation. These should also be signed by the young person to intimate that they are actively involved **(see Recommendation 1)**.

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. The service to further develop their personal plans to monitor and record targets and outcomes that young people are working on. These plans should be reviewed regularly and signed by all active participants.

**National Care Standards, Housing Support Services - Standard 4:
Housing Support Planning.**

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 the findings in Quality Theme 1 - Statement 1.

Areas for improvement

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

Grade

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

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 qualifications of Higher National Certificate (HNC) and Scottish Vocational Qualification (SVQ) 3. The management team had all achieved their SVQ 4 in management and leadership. 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
- food hygiene
- legal high training
- manual handling
- SCM training
- social pedagogy.

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

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 very was good informal supervision as staff shared the same office as the service manager. The service had only recently started operation and all staff had received at least one formal supervision. The organisation had an appraisal

system in place called the Continuous Learning Framework. This would be rolled out to all staff in the next year. The service had also planned development days for all staff where staff were encouraged to comment on the development of the service.

Staff were found to be an enthusiastic and motivated staff group who were committed to ensuring young people were well supported.

Areas for improvement

The service had some identified development days. It would be beneficial for the service to further explore opportunities to learn from other housing support providers.

There was also a need to further develop the induction process for staff in this service. The induction process should be reflective of the needs of the young people using the housing support.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

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 the findings 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

5 - Very Good

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, 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, staff and external stakeholders. The service responded appropriately to their opinions and planned to use it 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 organisation achieved external framework awards which promote business improvement and was credited with an 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 organisation 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

The organisation had well structured questionnaires. These had not yet been issued due to the service recently being established. These would be distributed in the next few months as a start to a systematic evaluation of the service.

Evaluations and assessment of the service were completed with full involvement of staff and management. These will be expanded to include young people and external stakeholders in the next year. They will then inform a formal service development plan.

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

This service does not have any prior inspection history or grades.

To find out more

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

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