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**To:** Education and Children's Services Policy Board

**On:** 17 January 2019

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**Report by:** Director of Children's Services

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**Heading:** Update on progress of Inspection of a Registered Service - Throughcare

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## **1. Summary**

- 1.1 The Throughcare Housing Support Service was inspected on 21 May 2018 by the Care Inspectorate as part of inspection regime of the national regulator for care services. The purpose of the inspection was to evaluate the quality of care provided to the young people using the service. The inspector assessed the service with a focus on three quality indicators which were: care and support; staffing; and management and leadership.
  - 1.2 The report, which was considered by the Education and Children's Services Policy Board on 23 August 2018 identified several areas for improvement. The main improvement areas for improvement were in relation to staffing levels, training and development; the recording of care planning and risk management for the young people; notification processes to the Care Inspectorate of reportable incidents; and quality assurance arrangements.
  - 1.3 Whilst the report highlighted some areas of strength, in particular staff relationships with young people and the partnership with health colleagues, overall the service was judged as weak. The Care Inspectorate made 7 requirements and 6 recommendations in relation to the service.
  - 1.4 Immediately following the inspection, Children's Services acted to address the recommendations and requirements made by the Care Inspectorate. An action plan was agreed and regularly reviewed. This report provides an update on the progress to date against the actions identified.
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## **2. Recommendations**

- 2.1 The Education and Children's Services Policy Board is asked to note the progress made in relation to addressing the recommendations and requirements made by the Care Inspectorate following the inspection of the Throughcare Service in May 2018.

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## **3. Background**

- 3.1 Social care services are subject to a range of audit and scrutiny activities to ensure that they are undertaking all statutory duties and providing appropriate care and support to vulnerable individuals and groups. In addition to service-wide inspection, individual registered services are subject to regular inspection by the Care Inspectorate. Typically, residential facilities will be subject to two inspections per year, including at least one unannounced inspection. Other services are likely to be inspected annually or bi-annually.
- 3.2 The Care Inspectorate may impose requirements and/or recommendations in its inspection reports. Requirements are legally enforceable and set out what is required by a care service to comply with the Regulation of Care (Scotland) Act 2001 or with the conditions of registration. A recommendation will set out an action that would improve or develop the quality of the service, but failure to meet a recommendation would not result in enforcement by the Care Inspectorate.
- 3.3 Renfrewshire's Children's Services Social Work have 9 registered care services including residential children's houses, Fostering and Adoption services and the Throughcare Service. The Throughcare Service provides support to young people who were looked after and accommodated by the local authority.
- 3.4 Children's Social Work previously took a report on a six-monthly basis to the Community and Family Care Policy Board which provided an overview on the outcome of any inspection of registered services during that period. When the Education and Children's Services Board was established it was agreed that inspection reports on Children's Social Work Services would be presented to Board if the outcome from the inspection indicated concerns over the quality of the service provided.
- 3.5 Renfrewshire Council's Through Care Team provides young people with support through the provision of accommodation in either Charleston Square or satellite flats. Charleston Square is a purpose-built supported housing development in Paisley offering 10 self-contained flats for individual young people. Charleston Square has staff on site 24 hours each day. The satellite flats are situated in a range of locations across Renfrewshire. Young people living in the satellite flats are supported on an outreach basis by the Throughcare team.

- 3.6 The Care Inspectorate made an unannounced visit to the Throughcare Service on 21 May 2018. The inspectors graded the service as weak in three areas: the quality of care and support; the quality of staffing and the quality of management and leadership. The Care Inspectorate made 7 requirements and 6 recommendations in respect of the service.

### **Quality of care and support**

- 3.7 The Care Inspectorate placed 3 requirements and made 1 recommendation in relation to the care and support offered to young people using the Throughcare Service. The requirements were the service:
- should consult with each service users and within 28 days of them commencing with the service, prepare a written plan which sets out how the service user's health, welfare and safety needs are to be met;
  - ensure that Charleston Square is staffed sufficiently to meet the needs of the young people using the service; and
  - ensure that risk assessments are completed in partnership with all stakeholders and contain an analysis of risk and clear plans to promote the safety of young people.

The Care Inspectorate recommended that the service review the methods used to involve young people in assessing and planning their care and use this to improve the standard of care at the service.

- 3.8 Immediately following the Inspection, Children's Services ensured that all care plans and risk assessments for each resident in Charleston Square were reviewed and updated. The young people and other stakeholders were involved in the preparation of their care plans and risk assessments. The risk assessments are reviewed on a regular basis to ensure they remain relevant to the needs of the individual young people.
- 3.9 The Throughcare Service updated the guidance for staff on the completion of care plans and risk assessments. Training and support has been offered to staff in this area and further training is being developed.
- 3.10 The Care Inspectorate expressed concern over staffing levels in Charleston Square and made a requirement in this area. Members can be assured that the service always had the appropriate staffing levels in line with the requirements of the Care Inspectorate. When the inspection visit was conducted the service had a number of vacancies, however these were covered by temporary workers to ensure the staffing levels met the registration levels. All vacancies have now been addressed by the appointment of permanent staff.

- 3.11 Since the inspection visit, the service has reviewed the staff rota and implemented changes to ensure that more staff are available during times when required by young people. Additional sessional staff are being recruited to allow flexibility if the needs of the young people change. Children's Services is exploring the management of the Throughcare Service and is planning to recruit additional management support and permanent staffing resource at critical points in the late evening/early hours.
- 3.12 The service has taken action to respond to the recommendation made by the Care Inspectorate around reviewing the methods to involve young people in care planning and improvement planning. The views of young people on the service are recorded at regular tenant's meetings. A range of additional activities have been developed for residents to participate in. The service is using the feedback from the young people to inform the improvement plan. Further work is being undertaken in this area.
- 3.13 Overall the service is making good progress in respect of the 3 requirements and 1 recommendation made in relation to the quality of care and support.

### **Quality of staffing**

- 3.14 The Care Inspectorate found a number of strengths in relation to staffing however made 3 recommendations in this area. The Care Inspectorate recommended that:
- staff must keep clear, accurate and up-to-date records on the work with young people and that the registered manager must ensure effective recording systems are in place;
  - Renfrewshire Council review and address the training needs of staff; and
  - all staff and management at Charleston Square adhere to the Council's supervision policy.
- 3.15 Guidance has been provided to staff in relation to the recording of their work with young people. Staff are now clear in relation to the expectations of the service in respect of record keeping and improvement in this area has been noted.
- 3.16 A full training needs analysis for individual staff was carried out immediately following the inspection. A clear training pathway has been developed in partnership with the social work training team for all staff based at the Throughcare Service. Staff have attended training courses and completed e-learning modules. A staff development day has been held and an action plan has been developed.
- 3.17 All staff have access to supervision and the service is now consistently using the supervision policy for all staff.

## **Quality of management and leadership**

- 3.18 The Care Inspectorate placed 4 requirements and made 2 recommendations in respect of management and leadership at the Throughcare Service. The requirements were that the service:
- implement robust quality assurance systems;
  - ensure that all required notifications are made to the Care Inspectorate;
  - ensure systems to support learning and safe care are in place; and
  - produce an action plan to address the requirements and recommendations contained in the inspection report.
- The Care Inspectorate recommended that the service review and update their aims and develop an information booklet for young people which is based on a rights approach. Work is being progressed in this area.
- 3.19 The quality assurance arrangements for the service have been reviewed and steps taken to ensure close oversight of the improvement action plan which addresses all of the requirements and recommendations of the inspection report. The registered manager is now located within the service four days a week and during this time this is the sole remit. Quality assurance systems are now in place with regular oversight of care plans, risk assessments, and recording. Regular supervision for staff is in place. Review arrangements for the progression of the improvement plan are in place with the registered manager, service manager and senior child care manager regularly meeting to discuss the progress.
- 3.20 The Care Inspector was concerned that the service wasn't consistent in the reporting of notifiable incidents to them. Closer managerial oversight of these has ensured that all relevant incidents have been reported to the Care Inspectorate. Again, Children's Services is confident that good progress is being made in relation to the requirements and recommendations.
- 3.21 While fully recognising the issues highlighted in the report it is noted that strengths were also identified including working with partners in health, staff's knowledge of the young people and their ability to engage effectively with the young people. The report noted the feedback from the service users who spoke to the Inspector which was largely positive with young people advising that they felt supported. These strengths have continued to be built on.
- 3.22 Renfrewshire Children's Services continues to be ambitious for our most vulnerable children and young people. Children's Services acknowledged the particular issues raised in the Care Inspectorate report and took immediate action to address these. The measures we have put in place are being closely monitored and kept under review via a detailed action plan to address each of the issues raised.

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## **Implications of this report**

1. **Financial:** None.

2. **HR and Organisational Development:** Staff training and development plans are in place for all staff working in the Throughcare Service.

3. **Community/Council Planning:**

Our Renfrewshire is thriving:	we strive for high standards of care across our services to offer our children and young people the opportunity to develop their full potential enabling them to contribute to a fairer society.
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Our Renfrewshire is well:	by providing an environment which encourages care, welfare and development the service play a crucial role in developing young people to participate in their community and become responsible citizens.
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4. **Legal:** None.

5. **Property/Assets:** None.

6. **Information Technology:** None.

7. **Equality and Human Rights**

The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because for example it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health and Safety:** None.

9. **Procurement:** None.

10. **Risk:** None.

11. **Privacy Impact:** None.

12. **Cosla Policy Position:** not applicable

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**List of Background Papers:**

Inspection of a Registered Service – Throughcare, Report to the Education and Children's Services Policy Board on 23 August 2018

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