

# Care service inspection report

## Catch Scotland Ltd

### Housing Support Service

95 Abercorn Street  
Paisley  
PA3 4AT

Inspected by: George Stewart

Type of inspection: Announced (Short Notice)

Inspection completed on: 10 January 2014



HAPPY TO TRANSLATE

# Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	6
3 The inspection	9
4 Other information	16
5 Summary of grades	17
6 Inspection and grading history	17

## Service provided by:

Catch Scotland Ltd

## Service provider number:

SP2010011199

## Care service number:

CS2010274138

## Contact details for the inspector who inspected this service:

George Stewart

Telephone 01294 323920

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

## 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	4	Good

### What the service does well

The service provides a very personalised service for each young person. This builds on their interests and skills and where appropriate offers the young person meaningful work experience opportunities.

The service offers young people real hopes of securing their own tenancy within a realistic timeframe.

### What the service could do better

The service should develop their quality assurance framework ensuring that high standards of practice are replicated across the service at all times.

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

The service has made very good progress in all areas since the last inspection. This includes developing the service model to better meet the individual needs of young people. The service has improved it's policy and procedures taking account of national guidance.

The service has secured the support of experienced consultants with expertise in Psychology and Throughcare.

## **Conclusion**

Catch are developing an exciting and very promising model of support for young people who have had difficult experiences within the existing framework of residential care. They have demonstrated a commitment to supporting young people through difficult times and are now helping young people achieve outcomes they themselves did not think were possible.

## **Who did this inspection**

George Stewart

# 1 About the service we inspected

Before 1 April 2011 this service was registered with the Care Commission. On this date, the new scrutiny body, the Care Inspectorate, took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, the Care Inspectorate.

Catch Scotland Ltd is registered to provide a Housing Support/Support Service to young people from 16 to 20 years of age. The service is available to young people living in sub-let accommodation.

The service aims to support young people towards independent living by providing training and education.

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 4 - 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 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 high intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

### **What we did during the inspection**

This report was completed George Stewart Inspector for The Care Inspectorate following 2 visits to the service in December 2013.

As part of the inspection we reviewed the following Documents.:

3 Case Files,  
Risk Assessments.  
Policies and Procedures,  
Quality Assurance Materials,  
Staff Records,  
Meeting Minutes.

We spoke with:

Director,  
Senior Staff,  
Housing Support Staff,  
Instructors,  
Consultants  
3 Young People.

### **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](http://www.firelawscotland.org)

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

### The requirement

The service needs to develop its own medication policy and procedure taking into account good practice guidance, the specific type of service provided and to ensure relevant staff are trained in this area. This is to comply with SSI 114 Regulation 4(1) Welfare of service users. Timescale: Within three weeks of receipt of this report

### What the service did to meet the requirement

**The requirement is:** Met - Within Timescales

### 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 completed an action plan that provided the necessary information. This was completed to a good standard.

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

The views of young people we interviewed are reflected in the report. All comments were very positive with the staff being described as "amazing".

### Taking carers' views into account

No family members were contacted.

### 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**

The grade awarded for this quality statement was 5 Very Good. We reached this conclusion following discussions with staff and young people and a review of the relevant documentation.

The service had developed their participation policy in response to a recommendation made by The Care Inspectorate at the previous inspection. This outlined the purpose and scope of participation and how the information gathered would inform practice and service development.

There was clear evidence that young people were given regular opportunities to discuss and make changes to their support plan.

The nature of the service meant that young people did not meet as a group however they spent the majority of their support time in 1:1 with staff. Feedback from these sessions were recorded in support plans and discussed in appropriate forums such as staff meetings and case reviews.

Young people told us they had a big say in the look of their house and in how their support should be delivered. Where possible young people had input in developing their work environment. For example one young person had helped with the design and decoration of her hair studio.

Staff were responsive to interests identified by young people. If young people were not in a work placement a programme of activity was developed with young people. For example 2 young people were supported in a high intensity fitness programme

that included Gym time and Martial Arts training. These activities were supported by suitably qualified staff.

Young people, their families and others including professional staff were encouraged to evaluate the service through questionnaires and other means. There was evidence that the information gathered was used to inform service development, for example the service was in the process of moving to better accommodation.

### **Areas for improvement**

The service should feedback the recommendations made by those evaluating the service. They may introduce a "You said we did" that could keep interested parties informed of progress. (See recommendation 1 for this quality statement).

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

### **Recommendations**

1. The service should develop a "You Said We Did" or equivalent record to keep all partners updated on service development. National Care Standards, Housing Support Service Standard 4: Housing Support Planning.

### **Statement 3**

We ensure that service users' health and wellbeing needs are met.

### **Service strengths**

The grade awarded for this quality statement was 5 Very Good.

The service had met the recommendation from the last inspection. This had included the updating of the services medication policy. This was supported by training for all staff and the development of a new medication system.

Support plans were detailed and maintained to a high standard. They reflected the areas in which young people needed support. Most young people had high levels of support in their own house including sleepovers. The views of young people were clearly reflected including clear input to weekly planners.

All young people had a place in work experience or a detailed weekly planner that included agreed areas of focus, for example 1 young person was working full time in construction and another was working full-time as a beautician hair stylist.

Staff we met with demonstrated a clear understanding of young people's needs and impressed as flexible, resilient and resourceful.

Young people we spoke to described the staff as "amazing". They were encouraged by their own progress and stated that they felt the support at Catch worked much better than previous experiences in group living. They felt in control of their future and expressed gratitude for the help they had received.

Where necessary young people had been supported to deal with health family and police issues. Where this support had not been enough and young people had returned to residential care the service had re-designed their support package and taken them back into the service.

The service had the support of an experienced psychologist and experienced social work manager. This support had been used appropriately to evaluate practice and offer suggestions for service development.

There was good evidence of strong inter agency working. This included work with health and social work services. Young people stated they were supported to deal with other agencies on request.

This service was clearly providing support that reflected the wishes of young people. There was strong evidence of progress for all young people. In some cases the progress was beyond expectations. This model of support is still in development however current progress suggests it works even for very vulnerable young people.

### **Areas for improvement**

The service should develop a clear outcomes framework. This will allow clearer monitoring of progress made by young people. (See recommendation 1 for this quality statement).

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

### **Recommendations**

1. The service should develop a measurable outcomes framework that will reflect the support made by young people. National Care Standards, housing Support Service 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

Please see statement 1.1 for evidence of participation.

#### Areas for improvement

Please see statement 1.1.

**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 grade awarded for this quality statement was 5 Very Good.

Staff were qualified to at least SVQ 3 and in addition many were qualified and skilled in other areas. For examples staff were qualified in Construction, Health and Fitness and Hairdressing. These skills were used to support young people through work experience and or health and well-being activities.

Staff told us they were well supported through formal supervision and on a less formally on a day-to-day basis.

All had a Personal Development and training plan. Staff were also well supported by an on call system where senior staff responded to issues arising within the homes of young people.

Young people identified the support of staff as a key reason why they were doing well. This was in part a result of careful matching that identified staff with key skills and experience to support particular young people.

The structure of the service provided staff with support from senior staff with responsibility either Housing Support or Work Experience. In addition consultants were available from an experienced psychologist and an experienced Throughcare manager. This support was made available to look at individual issues but was used more frequently to review existing practices and help service development and improvements for the future.

Staff had accessed training in key areas such as supporting young people who self harm, managing medication and improving communication.

The service had a meeting structure that allowed key staff working with young people to meet on a regular basis and discuss concerns and progress. This helped ensure that there was consistency in the support received by young people.

### **Areas for improvement**

The service should continue to develop their training agenda to meet the many challenges faced by young people who have faced difficulty in other care settings.

The service should build on existing recording arrangements to reflect the wishes and progress made by young people. Where necessary staff should receive additional support to achieve this and this should be reflected in the new support plans. (See recommendation 1 for this quality statement).

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

### **Recommendations**

1. Where necessary staff should be offered training and support to ensure records accurately reflect the progress made by young people. NCS 4 Housing Support - Housing Support Planning.

## Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service.

#### Service strengths

Please see statement 1.1.

#### Areas for improvement

Please see statement 1.1.

**Grade awarded for this statement:** 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 grade awarded for this quality statement was 4 Good.

This grade reflected the progress made in this area and acknowledged the ongoing developments within this relatively new service.

The service had built on suggestions made at the previous inspection and developed internal quality assurance processes that had identified where immediate improvements could be made.

We found that the service now had all the necessary process for a robust quality assurance process.

The service had maintained regular contact with service commissioning staff to allow feedback about service delivery and service quality.

There are a number of quality indicators in the present service design and there was evidence that they were being used.

There is also a research design based in two sections, placement effectiveness for young people and quality improvement for the organisation. This process has been led by the psychologist consultant and involved seeking views from a wide range of stakeholders.

The service had used information gathered to influence their development plan.

### **Areas for improvement**

The service would benefit from a clearly defined quality assurance framework outlining clear responsibilities for staff and managers with clear guidance on what and when the various checks and responses should take place. (See recommendation 1 for this quality statement).

The service should make progress with research and develop their network of contacts both locally, nationally and internationally.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

### **Recommendations**

1. The service should make immediate progress in finalising their quality assurance framework. NCH 3 Housing Support Services - Management and Staffing Arrangements.

## 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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 4	4 - Good

## 6 Inspection and grading history

Date	Type	Gradings
20 Dec 2012	Unannounced	Care and support 4 - Good Staffing 4 - Good Management and Leadership 4 - Good
22 Mar 2012	Announced (Short Notice)	Care and support 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

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

### To find out more about our inspections and inspection reports

Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

This inspection report is published by the Care Inspectorate. You can get more copies of this report and others by downloading it from our website: [www.careinspectorate.com](http://www.careinspectorate.com) or by telephoning 0845 600 9527.

### Translations and alternative formats

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

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسرد می ونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

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

ی.رخأ تاغل بو تا قیسن تب بل طلا دن ع رفاو تم روشنم الا اذه

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.

Telephone: 0845 600 9527

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

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