

# Kingdom Care at Home Children and Young People - 1 Support Service

Dunfermline

**Type of inspection:**

Unannounced

**Completed on:**

28 January 2020

**Service provided by:**

Kingdom Support and Care CIC

**Service provider number:**

SP2016012806

**Service no:**

CS2016351145

## About the service

Kingdom Care at Home Children and Young People is registered as a support service. The service is provided by Kingdom Support and Care CIC.

The service state:

"The aim of the service is to support children to live an ordinary life as part of their family and wider community, irrespective of the difficulties they face due to illness, disability or other condition. We recognise that some children and their families find it difficult to carry out their day-to-day lives due to illness, disability or other condition and need support to enable the family members to carry out their normal roles, responsibilities and daily activities.

Our objectives are:

To ensure that the day-to-day needs of the child are met through the provision of personal assistance, promoting independence wherever possible.

To assist the child with daily routines to enable participation in day-to-day activities such as school, social events and family activities.

To support the child to access community activity relevant to their age and interests.

To assist the child to develop daily living skills as part of their growth and development into adulthood.

To provide the support required which enables the family roles and relationships to be maintained.

To ensure that the child and parents have their views heard and can make informed choices and decisions.

We aim to support children and young people up to the age of 16 who require care at home to live good lives as part of their family and wider community as a result of illness, disability or other condition which impacts on their daily life.

This is a new service which will be developed in response to identified need with Local Authorities.

The geographical spread of the service will generally include west Fife and the Falkirk area."

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). Set up by the Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children. Information on SHANARRI can be found at: <http://www.scotland.gov.uk/Topics/People/young-People/gettingitright>.

When we carried out our inspection the service were providing support to four children/young people from three families.

## What people told us

We spoke with one of the parents using the service by telephone and contacted another by email. Both were very satisfied with the support they had received. They said that the support staff had already started to build up positive relationships with their children, and were happy to go with them. They confirmed that they had been able to make suggestions regarding their children's support and that these had been acted on. They were confident that managers had a good overview and understanding of the children's needs and provided appropriate support accordingly.

## Self assessment

We did not request a self assessment for this inspection.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

A thorough assessment was carried out for each child/young person before their support began. This included a useful Sensory Assessment where environmental factors such as noise, smells, lighting, textures or foods to which the young person may be sensitive were identified, along with ways to minimise the impact from these factors. It also included an Autism profile where appropriate. In the support plan aspects of care were considered in terms of the GIRFEC indicators. They were identified and reviewed at meetings with placing social workers and families. Families confirmed that they could readily make suggestions or changes to the plans in response to changes in circumstances or needs. We suggested that in developing these plans, they could show progress and reflect achievements in the records they made following support sessions. **(See recommendation 1.)**

Support workers linked with other professionals involved with the families. This helped to ensure that all the services involved were using the same strategies and consistent approaches. The service drew on the expertise of their Positive Behaviour Support Adviser, on an individual basis, to draw up plans for support based on each child/young person's specific needs. We suggested that these could be further developed to describe de-escalation strategies (how to help a child/young person become less agitated or upset) in more detail and explain which specific holds may be used if a child/young person needed to be held to keep them or others safe. Where specific equipment was used we advised the service seeks written consent for this from parents.

There were clear policies and procedures in place to inform staff on the action they should take if they had any concerns about a child's safety or wellbeing, and regular child protection training was provided for staff. We

advised that these should be further developed to include information and guidance on Child Sexual Exploitation (CSE) and safer use of social media and the internet.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. In order to ensure that parents are kept well-informed, we recommend that the service information which is given to parents is reviewed. In doing this the Provider should accurately describe the service that will be provided, ensuring that it is relevant for children and young people and refers to best practice guidance for children/young people.

This is in order to ensure that Care and Support is consistent with the Health and Social Care Standards (HSCS) which state "I receive and understand information and advice in a format and language that is right for me" (HSCS 2.9).

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

The service showed confirmation that they used safer recruitment practices for employing new staff, taking up appropriate checks and references before new staff started work. A programme of induction was in place for new staff, which included shadowing a more experienced team member and observing their practice. This helped new staff to become familiar with each child/young person's individual needs before they had sole care of them, or they were paired with another member of staff to carry out the support. Staff we spoke with confirmed this helped to prepare them for the work they were going to do. Induction also involved training on epilepsy; autism awareness; moving and positioning; child protection and food hygiene.

Staff were registered with the Scottish Social Services Council (SSSC) and had opportunities to take up training they needed in order to achieve qualifications to meet conditions on their registration.

There was a programme of regular staff supervision and appraisal in place. Staff told us they felt well supported, both by the managers and by the organisation. They were confident in approaching managers for advice if they were unsure about any aspect of a child/young person's care and support. We suggested that in building on progress made and embedding this in practice, opportunities could be provided to allow for reflection on practice which could include feedback from families. This could help develop staff expertise and confidence.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

Systems of overview were in place through supervision and appraisal, and day-to-day contact with staff. Managers were involved in reviews of support with families and placing social workers, which provided opportunities for them to hear feedback about how the support had been going. We advised that these reviews should now be further strengthened by developing systems of quality assurance including audits of records and regular feedback from families. They should look at appropriate ways to observe practice periodically, so that managers could monitor the quality of the care provided and identify any training needs. This could also highlight where progress was being made and interventions were successful.

When new families were going to be offered support, the Positive Behaviour Adviser and a Senior Support Worker met with them to talk through details of what the support could and could not offer. This helped to ensure that all had the same understanding and expectations of the service, as well as helping families get to know the managers. As we discussed earlier, in order to make sure there were no misunderstandings, it would be helpful if the service reviewed their handbook and information materials to make sure they were relevant. In doing this they should also make sure that their complaints procedures included advice about contacting the Care Inspectorate in the event that they had any concerns about the care of their child.

Board members of Kingdom Support and Care CIC were kept updated through reports from the director with responsibility for the service.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

**What the service has done to meet any requirements we made at or since the last inspection**

## Previous requirements

There are no outstanding requirements.

**What the service has done to meet any recommendations we made at or since the last inspection**

## Previous recommendations

There are no outstanding recommendations.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

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

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