

DUNDEE CITY COUNCIL

REPORT TO SOCIAL WORK AND HEALTH COMMITTEE – 27 OCTOBER 2014

REPORT ON: REGRADING OF FOSTERING SERVICE

REPORT BY: DIRECTOR OF SOCIAL WORK

REPORT NO: 305-2014

1.0 PURPOSE OF REPORT

1.1 This report provides an update on the revised grades of the Fostering Service.

2.0 RECOMMENDATIONS

2.1 It is recommended that Committee acknowledge this revised grading and note the actions taken to address the issues of concern as contained in the Action Plans included as Appendices 1 and 2.

3.0 FINANCIAL IMPLICATIONS

3.1 None.

4.0 MAIN TEXT

4.1 The Adoption and Fostering Service was inspected on 5 September 2013 with a report to the Social Work and Health Committee in January 2014 (report no 35-2014) at that time the following grades were given:

Quality of Care and Support – 5 – Very Good
Quality of Staffing – 4 – Good
Quality of Management and Leadership – 4 – Good

There was one requirement from this inspection regarding notifications which has been fully met.

4.2 A complaint was received by both the Family Placement Team and the Care Inspectorate at the end of January 2014 from a service user whose family member was in a Dundee City Council Foster Placement. This complaint was investigated in line with the Social Work Department's Complaints Procedure independently of the Fostering Service and parts of the complaint were upheld. The complaint related to the standard of care within a Foster home not meeting National Care Standards. A report was made available to the Service Manager following the investigation and at each stage consideration was given to what immediate action was required.

4.3 The investigation did evidence that some of the standards had not been met, the child who was the focus of the complaint was moved immediately and an action plan (Appendix 1) put in place for the Carers which involved close supervision, weekly monitoring and a development plan. Although appropriate action in terms of safeguarding and protecting children was taken, a date for a Carer Review as per the standards was not set at that time. This has subsequently been rectified.

- 4.4 In addition the Care Inspectorate had also received a complaint from a current foster carer in May 2013 that the Service had failed to follow its own complaints procedure and had failed to follow review processes. This matter related to a long standing complaint which is still under active consideration.
- 4.5 The Care Inspectorate made an announced visit on 17 April 2014 to investigate both complaints. They had access to all appropriate information and interviewed relevant staff. Their investigation covered the two reports that the Service had failed to follow review processes following concerns being raised about a foster carer and that the Service had failed to follow its complaints procedure when dealing with a complaint raised by a foster carer.
- 4.6 The Care Inspectorate met with Dundee City Council on 16 May 2014 and advised that their investigation concluded that the Service had failed to meet National Standards in that a review was not held within a reasonable time in relation to the first complaint. This aspect was not upheld in relation to the second complaint but, in terms of the second complaint, they did uphold the fact that a complaint had not been responded to within the required timescales, although the complexity of the complaint was recognised. On 20 May the Care Inspectorate confirmed that gradings for the Fostering Service would be revised and that further unannounced inspections would be made in the near future. The gradings for the adoption service were not changed. The revised gradings were as follows:

Quality of Care and Support – 1 – Unsatisfactory
Quality of Staffing – 2 – Weak
Quality of Management and Leadership – 1 – Unsatisfactory

A total of 5 requirements were made as follows:

The Service must ensure foster carers have the necessary skills to care for children who have been the subject of abuse;
The Service must ensure foster carers have the necessary skills and attitudes to ensure children in their care are treated with dignity;
The Service must ensure reviews of foster carers are held as soon as possible following a significant incident;
The Service must ensure all foster placements are suitable for the purposes of caring for children in line with the services aims and objectives:
The Service must ensure that their complaints procedure is appropriate to the needs of the service.

- 4.7 Action Plans (Appendix 1 and 2) were submitted within the timescales and an initial unannounced inspection took place in June 2014. This was followed by a further 5 day unannounced inspection of both fostering and adoption services in August, this was the annual inspection required within 12 months of the last full inspection. Inspectors were therefore aware that the agreed action plan was on-going and stated that they will carry out a further inspection at the end of this year, when the action plan is to be completed. Following this the gradings for the fostering service are as follows:

Quality of Care and Support – 3- Adequate
Quality of Staffing – 3- Adequate
Quality of Management and Leadership - 3- Adequate

The most recent inspection noted that significant progress had been made in relation to addressing all aspects of the previous requirements but that more needed to be done to fully complete the action plan. Two requirements were made which are in accordance with the agreed action plan:-

The Service must ensure that foster carers have the necessary skills and attitudes to ensure that children in their care are treated with dignity; and

The service must ensure that foster carers have the necessary skills to care for children who have been the subject of abuse and neglect.

5.0 POLICY IMPLICATIONS

5.1 This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

6.0 CONSULTATIONS

The Chief Executive, Director of Corporate Services and Head of Democratic and Legal Services were consulted in the preparation of this report.

7.0 BACKGROUND PAPERS

None.

Jennifer G Tocher
Director of Social Work

DATE: 09 October 2014

Complaint Action Plan

Service Name	Dundee City Council - Fostering Service
CS number	CS2005097782
Service Provider:	Dundee City Council
Address:	Dudhope Castle Dudhope Park Barrack Road Dundee DD3 6HF
Complaint Inspector:	John Elliott
Complaint Case Number:	2014325742

TSCSWIS form may be photocopied if required

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><u>Requirements</u></p> <p>1. The service must ensure that their complaints procedure is appropriate to the needs of those using the service. In order to achieve this, the service must demonstrate that:</p> <ul style="list-style-type: none"> - Those involved in dealing with complaints have a full knowledge of the complaints procedure, including timescales for acknowledging complaints. - The service has a procedure in place to progress complaints when those dealing with a complaint are unavailable. <p>This is in order to comply with: SSI 2011 - No 210, Regulation 18 (2). Complaints – a regulation to ensure that services have an appropriate complaints procedure.</p>	<p>Social Work Operating Procedure has been updated and revised</p> <p>Revised Social Work Operating Procedure has been distributed to all Social Work staff</p> <p>Revised Social Work Operating Procedure has been presented to Children’s Services Management Team</p> <p>Revised Social Work Operating Procedure will be presented to all other management teams within the Department</p> <p>Revised Social Work Operating Procedure to be distributed to the relevant Corporate Complaints staff</p> <p>Refresher training on Social Work complaints processes to be provided to the relevant staff within Children’s Services</p> <p>Social Work Complaints Procedure includes the process to continue the progress of a complaint should an Investigating Officer become absent from work</p>	<p>March 2014</p> <p>March 2014</p> <p>April 2014</p> <p>June 2014</p> <p>May 2014</p> <p>July 2014</p> <p>April 2014</p>	<p>Laura Bannerman</p> <p>Ifty Chaudhry</p> <p>Ifty Chaudhry</p> <p>Ifty Chaudhry</p> <p>Laura Mill</p> <p>Jane Martin/Ifty Chaudhry</p> <p>Laura Bannerman</p>

National Care Standard for foster care and family placement services. Standard 4 (3) – a standard that ensues that complaints are dealt with as set within the service’s complaints procedures.

Timescale: to be started on receipt of this report and completed within one month.

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Complaint Action Plan (continued)

Requirements and Recommendations	Action Planned	Timescale	Responsible Person

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Designation	<input type="text"/>	
Signature	<input type="text"/>	Date <input type="text" value="/ /"/>

In signing this form, you are confirming that you have the authority to complete it on behalf of the service provider.

Action Plan

Service Name	Dundee City Council – Fostering Service
CS number	CS2005097782
Service Provider:	Dundee city Council
Address:	Dudhope Castle Dudhope Park Barrack Road Dundee DD3 6HF
Care Commission Officer:	John Elliott
Date Inspection Concluded:	2014323702

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><u>Requirements</u></p> <p>1. The service must ensure that Foster Carers have the necessary skills to care for children who have been the subject of abuse and neglect. In order to achieve this, the service must demonstrate that:</p> <ul style="list-style-type: none"> - It reviews how Supervising Workers assess the on-going skills and attitudes of Foster Carers. 	<p>The recording of supervision visits are done on an AF22. As a service improvement the AF22 will be re-formatted to cover specific headings to outline skills, gaps in skills and attitude, in terms of the care and management of children. It will also</p>	<p>Currently in place</p> <p>End of June 2014 (re-formatted AF22 and guidance attached)</p>	<p>Resource workers</p> <p>FP Team managers/r workers</p>

<p>- It has a clear policy on the actions it takes when concerns are raised about Foster Carers</p>	<p>include assessment around changes to the household. A Guidance note for the supervising worker has also been revised. Current practice will continue where AF22 records will be audited and discussed by team managers in supervision. As a further service improvement in conjunction with and in addition to the carers current agreements, carers will have a supervision agreement signed with their supervising worker outlining the role/tasks of the supervising worker. It will also include the expectations on them as carers Current use of Training logs will continue which will demonstrate learning in day to day practice Supervising workers will use their observations skills to validate the learning in practice noted in the training logs. Review reports will be focussed on the information contained in the revised AF22. Changes have already been made to the Carers review reports to incorporate the specific areas.</p> <p>Best practice is currently followed in response to any concerns raised. All parties will continue to be involved in the discussions around necessary actions that will impact on children.</p>	<p>Currently in Place</p> <p>By the end of June 2014. (supervision agreement attached)</p> <p>Currently in place</p> <p>On every supervisory visit as is current practice.</p> <p>Currently In place</p> <p>Currently in place.</p> <p>Currently in place</p>	<p>Team Managers</p> <p>Resource worker</p> <p>Resource worker</p> <p>Resource workerFP Team Managers /</p> <p>Resource worker/Team FP Team</p> <p>Managers/All involved</p>
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<p>- Staff within the service have a clear understanding of their role in monitoring the standards of placements and addressing concerns.</p> <p>This is in order to comply with SSI 2011/210 regulation 4(1)(a) – a requirement that makes proper provision for the health makes proper provision for the health, welfare and safety of service users.</p> <p>National Care Standard for foster care and family placement service. Standard 2 (3) – a standard that ensues that a service makes sure that Foster Carers have the abilities to meet the needs of children.</p> <p>Timescale: to be started on receipt of this report and completed within one month.</p>	<p>Where necessary referrals will be made through Child Protection procedures.</p> <p>This departments’ policy regarding the Core training for supervising staff is “the role of the supervising worker” This will continue to be the case.</p> <p>Three sessions are planned from June 2014 to re examine the role of the supervising worker to assist staff to consolidate the revised format for AF22, the new supervision agreements and the revised pets’ assessment and revised carers review reports.</p> <p>Family placement Service will again raise awareness with placing workers the standards expected from foster carers and their responsibility to raise concerns and what the appropriate channels are to do that this will be done through management meetings and individual discussions around placements.</p>	<p>Currently in Place</p> <p>Current Practice</p> <p>June 2014 to _September2014</p> <p>Within the next three months at extended Management meetings, and ongoing current practice through day to day arrangements meetings will continue to address this.</p>	<p>All Involved</p> <p>FP Service</p> <p>Team Managers/resource workers</p> <p>Supervising workers/Gail Aboim</p>
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<p>This is in order to comply with SSI 2011/210 regulation 4(1) (a) – a provision for the health, welfare and safety of service users.</p> <p>National Care Standard for foster care and family placement services. Standard 3 (1) – a standard that ensures that a service makes sure that Foster Carers treat children in the care with dignity.</p> <p>Timescale: to be started on receipt of this report and completed within one month.</p>	<p>staff will have as their core training “the role of the supervising worker” All staff will continue to have regular supervision with team managers.</p> <p>Family placement Service will again raise awareness with placing workers the standards expected from foster carers and their responsibility to raise concerns and what the appropriate channels are to do that this will be done through management meetings and individual discussions around placements.</p>	<p>Currently in place</p> <p>Within the next three months at extended Management meetings/ current practice through day to day arrangements meetings will continue to address this.</p>	<p>Team Managers</p> <p>Supervising workers/Gail Aboim</p>
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<p>3. The service must ensure that review of foster Carers are held as soon as possible when any significant incident, complaint or allegation of abuse or neglect is made. In order to achieve this, the service must demonstrate that:</p> <ul style="list-style-type: none"> - It reviews its decision making procedure and shows that it have a clear understanding of their responsibilities in requesting reviews. - Staff within the Resourcing Team have a clear understanding of their professional responsibility to seek a review. <p>This is in order to comply with SSI 2011/210 regulations 4(1) (a) – a requirement that makes proper provision for the health, welfare and safety of service users.</p> <p>This is in order to comply with The Looked After Children (Scotland) Regulations 2009. Regulation 25 (2) (a).</p> <p>National Care Standard for foster care and</p>	<p>The procedure will be followed where an agreement is reached by all concerned on what constitutes a significant incident or complaint using the agreed risk assessment format, which will go to panel as soon as possible. As per standard 11 (10) All incidents, complaints will be considered under the risk assessment format.</p> <p>.</p> <p>As previously stated training plan in place for all Resource team staff.</p> <p>Supervising workers will refresh their previous training in “the role of the resource worker”. As is current departmental policy all staff will have as their core training “the role of the supervising worker” All staff will continue to have regular supervision with team managers.</p>	<p>Current Practice</p> <p>Current Practice</p> <p>Plan in place</p> <p>Currently in place</p>	<p>Gail Aboim/supervising workers/Team Managers/placing workers</p> <p>FP Team managers</p> <p>FP Team managers/supervising workers</p> <p>FP Team Managers</p>
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<p>family placement service. Standard 11 (10) – a standard that ensures that a service is clear about why and when a review should be called.</p> <p>Timescale: to be started on receipt of this report and completed within one month.</p> <p>4. The service must ensure that all Foster placements are suitable for the purpose of caring for children in line with the services aims and objectives in order to achieve this, the service must demonstrate that;</p> <ul style="list-style-type: none"> - The conditions of Foster homes are regularly assessed and maintained to a high standard. - Clarity is provided on the suitability of pets within placements and the how this will be assessed. <p>This is in order to comply with: SSI 2011/210</p>	<p>Supervising workers where appropriate will ask to see the Childs bedroom, as part of their unannounced visits.</p> <p>Placing worker will be asked to speak to the child in their bedroom. This to be outlined in the day to day placement agreements and will be clarified at awareness raising session</p> <p>Team managers will continue to audit and discuss the AF22 – checks</p> <p>Revised Pets assessment document completed which will be used in assessing family’s ability to care for pets, and the impact this has on</p>	<p>Current Practice</p> <p>As per current day to day arrangements and plan to raise awareness again within the next three months.</p> <p>Currently in place</p> <p>Being introduced now and will be in place for all carers</p>	<p>Supervising workers</p> <p>Placing Workers/Gail Aboim/supervising Workers</p> <p>Team Managers</p> <p>Supervising workers</p>
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<p>regulation 4(1) (a) – a requirement that makes proper provision for the health, welfare and safety of service users.</p> <p>National Care Standard for foster care and family placement service. Standard 1- a standard that ensures that a service have clear policies and procedures.</p> <p>Timescale: to be started on receipt of this report and completed within one month.</p>	<p>fostering. The will be introduced over the next three months but will be used immediately for carers coming to panel.</p> <p>Panel members to receive further training on how the Pet Assessment document will be used and discussed at panel.</p>	<p>having a review within the next few weeks. (assessment document attached)</p> <p>Next scheduled business meeting for Panel Members</p>	<p>Gail Aboim/panel members</p>
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