

DUNDEE CITY COUNCIL

REPORT TO: SCRUTINY COMMITTEE 14 DECEMBER 2016

REPORT ON: EXTERNAL INSPECTION REPORT FOR WHICH ALL GRADES ARE GOOD OR BETTER

REPORT BY: EXECUTIVE DIRECTOR OF CHILDREN AND FAMILIES

REPORT NO: 414-2016

1.0 PURPOSE OF REPORT

To provide a summary of a recent external inspection report on The Junction Children's Home, which was graded as Good or better and therefore does not require in-depth scrutiny.

2.0 RECOMMENDATIONS

It is recommended that members:

- 2.1 Note the attached summary of the inspection report on The Junction, which received grades of good or better in all areas covered by the Care Inspectorate. The Care Inspectorate did not make any requirements or recommendations or propose significant adjustments but suggested some areas for improvement.
- 2.2 Remit the Executive Director of Children and Families to ensure that the areas for improvement, requirements and recommendations included in the reports are acted upon, both in relation to the particular services inspected and as guidance on good practice for other services.

3.0 FINANCIAL IMPLICATIONS

None.

4.0 MAIN TEXT

- 4.1 The remit of the Scrutiny Committee states that, where the grades awarded in external inspection reports are all good or better and the reports would not benefit from in-depth scrutiny, summary scores from the inspections will be reported to the Committee, together with examples of best practice and areas for improvement. The summary of the recent inspection report on The Junction, which falls into this category, is attached.
- 4.2 Copies of the Inspection Report have been passed to the Administration and Opposition Group Leaders and to the Conservative, Liberal Democrat and Independent Members.
- 4.3 The Junction is one of 4 Children's Homes in Dundee and looks after and accommodates up to 5 children and young people who are aged 11-16 years on admission. It employs a total of 14 care staff, who provide support and guidance to children and young people towards alternative care or semi-independence. As the home has historically achieved Good or better grades, the most recent inspection focused on just 2 areas of:

- 1. The quality of care and support
- 2. The quality of staffing

As the attached summary shows, the unit was again graded as Very Good in both categories and the inspectors identified a range of strengths. Comments included 'a very high quality service', 'Child Protection arrangements are well managed', 'supportive and

respectful staff' and 'a broad range of relevant and more advanced training'. The inspectors did not make any requirements or recommendations or propose significant adjustments. They suggested 4 areas for improvement as follows:

- Children and young people having outcome focused plans
- Staff being more fully aware of all risk indicators relating to child sexual exploitation
- The adoption of a wider approach towards risk assessments
- The frequency of staff supervision

The attached summary outlines actions being taken to address each of these suggested improvements and they largely involve increased support, training and scrutiny. To share learning and promote a consistent approach, these actions will be progressed both within The Junction and in the other 3 Children's Homes. The various identified strengths will also be shared with other residential services staff.

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

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

7.0 BACKGROUND PAPERS

7.1 None.

Michael Wood
Executive Director
Children and Families Service

DATE: 21 November 2016

Inspection of: The Junction				
Inspection by: Care Inspectorate				
Theme	Latest Grade Awarded	Grading History		
		11 January 2016	25 February 2015	27 January 2014
Quality of care and support	5 Very Good	5 Very Good	4 Good	5 Very Good
Quality of environment	Not Assessed	5 Very Good	5 Very Good	5 Very Good
Quality of staffing	5 Very Good	5 Very Good	4 Good	5 Very Good
Quality of management and leadership	Not Assessed	5 Very Good	4 Good	5 Very Good

Summary

As the service was inspected within the last 12 months and received four 'Very Goods', this inspection was a shorter format inspection only focusing on two of the above themes. The inspector was still rigorous in the inspection process and spent time within the house speaking to young people and staff as well as social workers who have young people placed within the house.

What The Service Does Well

Overall

The inspector noted that the service provides a very high quality service, achieving positive outcomes and experiences for its young people, finding areas of excellence in the standard of care and support. This clearly indicates a continuing capacity for improvement with effective foundations laid for a more systematic and outcome-focused approach to planning for young people.

Quality of Care and Support

The Inspector noted that Child Protection arrangements were well managed and that recording has improved since the last inspection. Few incidents had occurred and staff were seen to be using a risk management approach to keeping young people safe, including managing medication for young people.

Young people were supported to develop a range of skills for looking after themselves and becoming more responsible and independent. Staff encourage young people to build and maintain important relationships and offer encouragement and practical help to young people.

Quality of Staffing

Young people spoke positively about the staff, finding them supportive and respectful. Relationships were seen to be warm and stable with staff providing excellent care, nurturing and effective management of behaviour. Staff evidenced that they knew the young people well, listened to them and celebrated achievements with them including a young person passing their driving test or gaining qualifications.

Staff received a broad range of relevant and more advanced training to build on their skills,

learning and development and gaining or maintaining professional registration. The service had begun the process of rolling out a more systematic approach to employee development and review.

There were no requirements made but the following areas for improvement were noted:

- **The staff team should continue to develop their approach to the planning process to ensure that desired outcomes are more specific and measurable, with separate actions to achieve these** - this is being actioned through increased management oversight of child's plans ensuring SMART targets are detailed.
- **Some staff were less familiar with the main risk indicators associated with child sexual exploitation. The provider is planning on rolling out relevant training in this area in the future** - this is being actioned through the wider Residential Management Team liaising with Learning and Organisational Development on ensuring training is made available to all staff in 2017.
- **The provider should consider reviewing the 'behavioural risk assessment', including its title, which tended to indicate a rather narrow focus on young people's behaviour rather than on the wider range of risks they may face. Staff should ensure that they discuss this with young people and record their views** - this is being addressed through the wider Residential Management Team meetings as a developmental agenda item for 2017.
- **There were some inconsistencies in the frequency of planned supervision so this should continue to be monitored, though there was no evidence on negative impact on staff** - this is being addressed through increased management oversight of supervision and regular supervision audits being undertaken to ensure supervision is frequent and planned.

Within this inspection report there were no recommendations.