

# Carolina House - Supported Lodgings Service Adult Placement Service

Supported Lodgings Scheme  
7 Luna Place  
Gateway West  
Dundee Technology Park  
Dundee  
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Telephone: 01382 561279

Type of inspection: Unannounced  
Inspection completed on: 1 March 2017

**Service provided by:**  
Carolina House Trust

**Service provider number:**  
SP2003001613

**Care service number:**  
CS2009232353

## About the service

Carolina House - Supported Lodgings Service has been registered since 2010. Carolina House - Supported Lodgings Service is registered to provide a supported lodgings service on behalf of Dundee City Council for young people and young adults from age 16 to 21 years.

The service recruits, assesses, approves, supports and trains carers to provide a supportive home environment in which young people feel valued and safe and to develop their skills and ability to live more independently.

## What people told us

During the inspection we tried to contact some of the supported carers to ask for their views, however, we were unable to contact them.

We received two Care Standards Questionnaires (CSQs) completed by supported carers. In response to the statement 'Overall I am happy with the quality of care and/or support this service gives me' both strongly agreed.

Comments included:

- "There are regular meetings for support and events looking at how to best support carers".
- "It feels good to know you have back up which helps me to manage better".

## Self assessment

The Care Inspectorate received a fully completed self assessment from the provider.

The provider identified what it thought the service did well and gave examples of improvement. The self assessment clearly identified some key areas that the provider thought could be improved and showed how the service intended to do this.

## 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	not assessed

## What the service does well

The service had a robust assessment and vetting process which ensured that those applying to be supported carers were capable and suitable for the role.

Each carer presented a written profile which gave prospective young people information about them, their family, and their personal interests. Discussion at the start of placement considered the needs of the person in placement and what the supported carer could offer. This then shaped the support plans, which were tailored to

individual needs. A contract, signed by both parties, clearly identified roles and responsibilities of both the carer and the person in placement.

We saw evidence that the adult placement workers met regularly with the carers. They offered support and advice and helped the carers to find solutions to issues. They helped carers to identify training needs and opportunities relevant to the young people they were working with. We saw examples of how training had impacted on the outcomes for young people in placement, for example in helping young people to identify feelings and improve resilience. Regular reviews ensured that support plans continued to be relevant and offered an opportunity for people in placement to talk about their aspirations and goals and how they could achieve them.

We saw that the service had worked with carers to produce risk assessment management plans in order to help young people to minimise risk taking behaviours. People in placement and carers had a variety of opportunities to comment on their life experiences and to evaluate the service they received.

At the time of the inspection there were significant changes happening within the service and it was in a state of transition. The decisions had been made to amalgamate with the fostering and adoption service and the support to carers would be coming from within that team. Some of the staffing decisions were not fully identified; therefore we had limited opportunity to discuss this with the staff who would be taking the service forward. However, it was clear that the staff within the fostering and adoption service were experienced in working with young people.

We were assured that all of the staff who would be working with the service held appropriate qualifications and were registered with the Scottish Social Services Council (SSSC).

We saw that managers had an identified plan to carry the service forward. This included an improvement agenda where they had identified tasks to be completed.

## What the service could do better

The service was in a period of transition. The provider should ensure that this process is completed as swiftly as possible and ensure that staff, carers and young people are supported through the changes. We will assess the impact of the changes at the next inspection.

Managers should progress their improvement plan. In particular they should ensure that policies and procedures are brought up to date.

A system was in place to audit support plans, however, the audit sheets were not completed. Managers should ensure that audit sheets are completed and identify areas for improvement.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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).

## Inspection and grading history

Date	Type	Gradings								
18 Mar 2016	Announced (short notice)	<table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	4 - Good
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Environment	Not assessed									
Staffing	4 - Good									
Management and leadership	4 - Good									
9 Mar 2015	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	4 - Good
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Environment	Not assessed									
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28 Mar 2014	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	4 - Good
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6 Mar 2013	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>3 - Adequate</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	3 - Adequate
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6 Sep 2011	Announced	<table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>3 - Adequate</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	3 - Adequate
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