

## Kibble's Adult Placement Services Adult Placement Service

Lothian Street  
Hillington Park  
Glasgow  
G52 4JR

Telephone: 0141 8890044

Type of inspection: Unannounced  
Inspection completed on: 20 March 2018

**Service provided by:**  
Kibble Education and Care Centre

**Service provider number:**  
SP2004007042

**Care service number:**  
CS2013317686

## About the service

Kibble's Adult Placement Services (APS) gives young people the opportunity to live in a supportive and structured family environment, enabling them to receive emotional and behavioural support whilst developing the social skills to support their future and community living. It provides a comprehensive support service that includes 24-hour on call support.

Their aim is to develop trusting relationships and positive social skills that enable young people to address their challenging behaviour in a structured and safe community. The service also provides access to further education or work placements in the community, including, where appropriate, placements in KibbleWorks.

This service has been registered with the Care Inspectorate since 11 October 2013.

## What people told us

We were able to contact two young people with regards to their placement. Both indicated excellent standards of care that they received. Both young people had been with their respective carers for nearly a decade. Again, they indicated that they were treated as "part of the family".

Both young people felt loved and they indicated that the carers had given them a great range of skills which will help them move on. The young people told us that they had fabulous relationships with their key worker who had regular contact with them. This contact included individual sessions which focused on the support that they identified that they wished to have support with.

We interviewed three adult placement carers. All were found to be committed to ensuring the young people in their care had positive outcomes. All carers indicated that they had fantastic support from the organisation, stating that the support and training that they had access to was "excellent". All carers were found to be nurturing and caring and provided a stable and consistent loving home for the young people to develop.

## Self assessment

We did not request a self assessment. However, we were able to see the continued achievements within the service as they had a comprehensive development plan which incorporated all stakeholder ideas on areas for improvement. They also had a unique self evaluation systems which ensures everyone was involved in determining the direction of the service.

## From this inspection we graded this service as:

|   |               |
|---|---------------|
| <b>Quality of care and support</b>          | 6 - Excellent |
| <b>Quality of staffing</b>                  | 6 - Excellent |
| <b>Quality of management and leadership</b> | not assessed  |

## What the service does well

We found that this service continued to offer young people exceptional outcomes. All young people had consistent carers for over ten years and all were found to be thriving with excellent opportunities. All were in

full-time employment or were in further education. All young people commented on how much they were "valued" by their carers, stating that "they were part of their family".

All young people had regular input in creating and reviewing comprehensive care plans. All carers, young people, and staff were aware and involved in determining their targets identified in the plans. We found some exceptional examples of recording which reflect young people's feelings and were found to be SMART (specific, measurable, achievable, and time-bound). We felt that these examples should be shared with the whole team to ensure this high standard was found in all young people's plans.

The service was found to use innovative approaches to gaining young people's opinions, such as Survey Monkeys. But most of all, it was the first-rate relationships with their key workers that ensured that young people were best supported. Key workers knew the young adults extremely well and worked hard at gaining their trust and respect over numerous years. All key workers were tremendously committed to ensuring that they helped the young people in their care.

All young people's health and wellbeing checks were carried out within their local community. Many were supported by their carers and, on some occasions, by their key workers. Aspects of health education were focused according to age and stage. There was a strong emphasis in enabling carers to have the best possible knowledge on health issues. This was provided by the organisation's excellent Specialist Intervention Service (SIS) which had specialist therapists, that both young people and carers could access. These professionals were used regularly for consultations which enable carers to reflect on their practice and ensure that young people were enabled to get the best possible support. It also allowed young people to have therapeutic support with aspects of their behaviour. We saw individual focused work with young people, which ensured that young people were given opportunities to learn activities that they enjoyed. All young people we encouraged and supported to be "responsible citizens" and were given support by carers and key workers to attain these attributes.

There was superb support and supervision for both staff and carers. Supervision consisted of regular one-to-one and group support which was also had elements of regular educational inputs where direct learning could occur. Carers felt that the level of support that they received was of an exceptional standard and all had been trained to have the same qualification as a residential worker. Carers also had access to care support meetings which was specifically run by them and informed the support they needed. Staff and carers' continuing professional development was user-led and found to use elements of online training, face-to-face up to date training, and attending national conferences. Both were involved and supported to be part of external professional groups, such as the fostering network for adult placement, the Scottish through-care and after-care forum.

The governance of the organisation was of an exceptional standard. There were outstanding methods or audit and quality assurances which were carried out internally and externally. The organisation was incredibly focused on ensuring that they continued to improve. There had been strategic planning which ensured that the service had a clear focus or direction for the next five years. They were embarking on a new venture which could redefine residential care in the future. This received government funding from the Scottish Innovation Fund for research and development.

## What the service could do better

The service had recently published a new service handbook where they discussed complaints. It would have been beneficial to have the contact details of the Care Inspectorate contained within this document to ensure that young people could get in touch, if necessary.

## 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  |
|-------------|-------------|---|
| 30 Mar 2017 | Unannounced | Care and support<br>6 - Excellent<br>Environment<br>Not assessed<br>Staffing<br>5 - Very good<br>Management and leadership<br>Not assessed  |
| 2 Dec 2015  | Unannounced | Care and support<br>5 - Very good<br>Environment<br>Not assessed<br>Staffing<br>5 - Very good<br>Management and leadership<br>5 - Very good |
| 16 Jun 2014 | Unannounced | Care and support<br>6 - Excellent<br>Environment<br>Not assessed<br>Staffing<br>5 - Very good<br>Management and leadership<br>6 - Excellent |

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

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

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

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.