

Intensive Fostering Services Fostering Service

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Kibble Education and Care Centre

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About the service

Intensive Fostering Services (IFS) is provided by Kibble, a charitable organisation based in Renfrewshire. IFS provides fostering to young people aged from five to 18 years. The service recruits and supports foster carers to provide foster care and short breaks to young people who cannot reside within their birth family.

The service consists of a team of staff, operating out of hubs in west and central Scotland, who provide intensive support to both caregivers and young people to achieve identified outcomes. Young people also have access to support from specialist Kibble services including Kibble education and schools, Kibble Skills Academy, and Specialist Intervention Services.

There is also a separately registered adult placement service to provide continuing care to young people beyond the age of 18. Both services are interlinked, and were inspected at the same time. A separate report is available for the adult placement service and the reports should be read in conjunction with each other.

At the time of our inspection, 18 young people were using the fostering service and 7 young people were using the continuing care service.

About the inspection

This was an announced (short notice) inspection which took place between 21 November 2023 and 13 December 2023. Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluation we:

- met with 13 caregivers working with the service
- met with two young people
- spoke to 14 members of staff and management
- spoke to two professionals with panel responsibilities
- spoke to three external professionals
- attended a caregiver team meeting
- reviewed questionnaire responses from caregivers, staff, and external professionals.

Key messages

- Children and young people benefitted from enduring and compassionate relationships with highly skilled and supported caregivers.
- A trauma model of care had been embedded across all parts of the service and was contributing to positive outcomes for children and young people.
- Support provided to caregivers and children and young people was highly individualised, responsive and flexible.
- The service was excellent at developing innovative solutions to ensure children and young people could learn and achieve to their fullest potential.
- There was a strong focus on celebrating success which helped to ensure outcomes-focused planning.
- Matching processes and transitions into the service were well planned and promoted participation from children and young people.
- Children and young people were fully engaged in planning their own care and support and robust processes and documentation supported this.
- Leaders effectively drove improvements in the service.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How well is our care and support planned?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We evaluated this key question as very good where there were significant strengths in the care provided which promoted positive outcomes for children and young people.

Children and young people consistently had affectionate and secure relationships within fostering families. They were treated as individuals and experienced love, fun and predictability. Children and young people also received tailored support from key workers which was personalised to their needs. As a result, children and young people were thriving and achieving in life.

Caregivers benefitted from an exceptionally high level of support from the service. Many caregivers had near daily contact with the service and support was there when required, including out of hours. The feedback provided by caregivers was very positive, one caregiver told us, "The service is well known for its support and commitment to families, when you have a team and everyone works amazingly together, it makes life as a foster parent easier". Trusting and enduring relationships with staff enabled caregivers to better meet the

needs of young people.

Caregivers were valued as vital members of the team and were invested in to promote their ongoing learning and development. Many caregivers had benefitted from completing further education to support them in their role and all caregivers were trained in Safe Crisis Management and trauma. One member of staff told us, "As a service we recognise and value the importance of supporting those who care for our young people". The service had been aspirational in their approach towards trauma, embedding a model that promoted a whole service response. A shared understanding of children and young people's needs helped to strengthen relationships and ensure stable fostering experiences.

A thoughtful and proactive approach to the use of short breaks care enhanced children and young people's experiences. Short breaks were well planned and took place with familiar caregivers. We saw examples where short breaks had supported relationships within fostering households and reduced the likelihood of unplanned endings. The service also promoted natural support networks via 'family and friends' carers who were proportionately assessed and supported in their role. Children and young people were nurtured through the community of support developed around them.

Children and young people were supported to maintain relationships with family and friends where this had been assessed as being in their best interests. We saw many examples where caregivers and staff made significant effort to prioritise relationships for young people and share information in a creative way. This enabled children and young people to feel respected and that their important relationships were valued.

Children and young people were provided with excellent support to meet their potential in relation to learning and education. The service worked creatively and innovatively with other services to champion young people's right to a high quality and inclusive education. The successes of children and young people were celebrated routinely within their records and within team meetings. Children and young people's prospects were enhanced through the high aspirations held by the service.

Children and young people were kept safe through a robust and child centred approach to protection matters. All caregivers and staff had regular child and adult protection training. Risk assessments were individualised and regularly reviewed and updated. A consistent approach to risk management enabled many children and young people with complex needs to stay safe within the love and security of a foster placement.

Comprehensive assessments of caregivers ensured they had the capacity to meet the needs of children and young people. We discussed during inspection the need for development work to ensure review reports and written carer approvals are clear and fully reflect the strengths and preferences of each caregiver family. We were pleased a plan was quickly made to address this. On occasions where a foster placement ended in an unplanned way, good practices including scrutiny at Panel ensured learning and development needs were identified.

Children and young people benefitted from strong matching and transitions when moving to caregiver families. Appropriate information was gathered and helpful meetings took place to ensure everyone was well prepared for the move. We saw examples where young people's rights were promoted through their inclusion in the process, with pre-placement visits supporting introductions. This contributed to more sustainable and secure relationships within fostering households.

How well is our care and support planned?**6 - Excellent**

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for children and young people.

Children and young people benefitted from careful, individualised personal planning. Risk assessment and management plans, the 'My Kibble Journey' progress record, and personal support plans worked well together to support and evidence positive outcomes. Plans were SMART (Specific, Measurable, Achievable, Relevant, Time-bound) and were updated on a regular basis in partnership with young people wherever possible. Documents were formatted in a child-friendly way and were meaningful for children and young people. Excellent quality assurance practices ensured quality, rigor, and a focus on outcomes for children and young people.

The service worked well with other agencies to ensure assessment and care planning was focused on promoting outcomes. Staff contributed to children and young people's overall care plans as part of statutory reviews, and facilitated regular multi-agency reviews to discuss progress and ensure plans were updated. This reduced the likelihood of drift and delay for children and young people, and ensured they got the support that was right for them.

The use of regular progress meetings, group supervision and specialist risk assessment meetings contributed to robust, safe, and meaningful planning. All children and young people had detailed safer caring plans, which were highly individualised. We saw examples of young people being actively engaged in regular meetings to discuss and review risk. This inclusive approach had led to significantly improved outcomes for many children and young people.

The service was exceptional in ensuring children and young people were as fully involved in driving their own care and support as possible. The transition process ensured a high level of engagement with children and young people, and we saw how this continued throughout their experience with the service. One caregiver told us, "The children are asked and encouraged to be involved in everything that concerns them, their voice and opinions matter most of all so it's better if they are involved, and they're more likely to want be a part of it if they helped set it up". Young people's views were sought and recorded in all planning meetings and carers' reviews, and this included the views of birth children within fostering families. Children and young people felt valued and respected through being continually listened to during their care experience.

Caregivers and the wider service were strong advocates for children and young people, and the use of independent advocacy strengthened children and young people's rights when required. The service had a system in place to ensure independent advocacy is considered for every child or young person as they transitioned into the service. This helped to empower children and young people.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

IFS should continue to learn from placement breakdowns and this should inform practice when placing further children, particularly from the linked care home, Arran Villa.

National Care Standards, foster care and family placement services - Standard 2: Promoting good quality care and National Care Standards, foster care and family placement services - Standard 13: Management and staffing.

This area for improvement was made on 22 March 2018.

Action taken since then

This area for improvement had been met. The service had robust processes in place for the review and evaluation of all placement breakdowns. All caregivers were reviewed at the fostering panel following an unplanned ending. Although there is still clearly a link between the service and Arran Villa (and other Kibble care services), we saw evidence of good planning and matching when children and young people moved into IFS.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 Children, young people, adults and their caregiver families experience compassion, dignity and respect	6 - Excellent
1.2 Children, young people and adults get the most out of life	6 - Excellent
1.3 Children, young people and adults' health and wellbeing benefits from the care and support they experience	6 - Excellent
1.4 Children, young people, adults and their caregiver families get the service that is right for them	5 - Very Good
How well is our care and support planned?	6 - Excellent
5.1 Assessment and care planning reflects the outcomes and wishes of children, young people and adults	6 - Excellent

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