



**REPORT TO: CHILDREN AND YOUNG PEOPLE'S SERVICES COMMITTEE ON
18 OCTOBER 2017**

**SUBJECT: INSPECTION OF CALA, MORAY'S RESIDENTIAL PROVISION
FOR LOOKED AFTER CHILDREN**

BY: CORORATE DIRECTOR (EDUCATION AND SOCIAL CARE)

1. REASON FOR REPORT

- 1.1 The purpose of this report is to invite the Committee to scrutinise and note the inspection of Cala, Moray's Residential Provision for Looked After Children by the Care Inspectorate, which was completed on 21 July 2017.
- 1.2 This report is submitted to Committee in terms of Section III D (2) of the Council's Scheme of Administration relating to exercising the functions of the Council as Social Work Authority within the terms of relevant legislation with regard to looked after children.

2. RECOMMENDATION

- 2.1 It is recommended that Committee scrutinises and notes the content of the inspection report of Cala, Moray's residential provision for Looked After Children.**

3. BACKGROUND

- 3.1 Cala is Moray Council's residential accommodation for Looked After Children (LAC). It opened in December 2015 to provide care to our most vulnerable children and for those with complex care needs.
- 3.2 One of the reasons for designing Cala was to develop, within Moray Council staff, experience of operating residential child care. Moray has relied on independent providers for nearly 20 years and would have no choice but to continue to do so, unless taking this step forward into direct service provision. It was known that there would be challenges and earlier inspection reports of Cala confirmed this.
- 3.3 Cala was first inspected in October 2016; however, there had been a previous complaint to the Care Inspectorate which was investigated in June 2016.

3.4 Inspectors, in October 2016, graded the quality indicators as follows: -

- | | | |
|--|---------|-----------|
| • Quality of Care and Support | Grade 2 | Weak |
| • Quality of environment | Grade 5 | Very Good |
| • Quality of Staffing | Grade 3 | Adequate |
| • Quality of Management and Leadership | Grade 2 | Weak |

3.5 There were 11 requirements from this Inspection and an additional 3 requirements continued from the complaint in June.

3.5.1 One of the requirements was for an Internal Review to be carried out by the Council, in relation to the quality of care and support being provided at Cala to ensure it was fit for purpose. This was undertaken and reported to this Committee on 8 March 2017 (para 19 of the minute refers).

3.5.2 The Internal Review concluded that the care and support, at the time of the internal review, was adequate but that significant work was required to improve the situation. To coordinate this work, an action plan was developed, which included outstanding actions to meet the Care Inspectorate requirements from the October 2016 inspection.

3.5.3 During the completion of the internal review, an unannounced inspection took place in February 2017.

3.5.4 The action plan has been worked through over the last few months.

3.5.5 An announced inspection took place in July 2017. This level of inspection is normal for a service which is considered to be 'high risk'. Inspectors graded the quality indicators as follows: -

- | | | |
|--|---------|-----------|
| • Quality of Care and Support | Grade 4 | Good |
| • Quality of environment | Grade 5 | Very Good |
| • Quality of Staffing | Grade 4 | Good |
| • Quality of Management and Leadership | Grade 4 | Good |

3.5.6 The inspection noted the following comments:

- 'Young people told us that they were happy with the care that was being provided and that the staff were kind. They told us that they felt safe and that they were doing well.'
- 'Other professionals..... told us that young people were much more settled and that there had been many improvements in the care. We were told that communication had improved and that staff were much more confident.'
- 'It was clear from the evidence we found that the service was making very good progress and we expect this progress to continue in the future.'
- 'We are confident that all areas identified for continued improvement will be addressed'

3.6 The Care Inspectorate has made one requirement as part of this latest report, namely:

'In order to provide reassurance that all the improvements will continue and will be embedded in practice, the service provider must:

- Evidence that management and leadership are firmly in place within Cala.
- Develop an improvement plan for Cala and this should be in line with the Moray Council's Integrated Children's Services requirements.
- Develop systems to measure the success of the service.
- Standard audit tools to ensure basic systems and processes are in place and supporting a high standard of service delivery should be implemented.
- A refreshed statement of purpose, function, which supports the wider understanding of Cala's role within the care and support of Looked After and Accommodated children and young people needs to be developed.

3.7 An action plan has been developed to advise the Care Inspectorate as to how this recommendation will be taken forward. This, along with the full inspection report, is held within the Members' library.

3.8 Cala currently has five residents at the time of drafting this report and is ready to receive a sixth when a suitable candidate has been identified through normal procedures.

3.9 Cala's future inspection grades will be reported annually to Committee along with those of other residential care provisions in Moray as agreed at Committee on 25 January 2017 (para 23 of the minute refers).

4. **SUMMARY OF IMPLICATIONS**

(a) **Moray 2026: A Plan for the Future and Moray Corporate Plan 2015 - 2017**

This subject links to Moray 2026 – Ambitious and confident young people - improving the life chances of children by supporting them, and their families, at the earliest possible stages and as required thereafter, to give all children in Moray the best possible opportunities to achieve their potential.

It is also linked to the Corporate Priority – More of our children have a better start to life and are ready to succeed.

(b) **Policy and Legal**

Cala is no longer deemed a 'high risk' service by the Care Inspectorate and will therefore not be re-inspected until summer 2018.

(c) **Financial implications**

There is currently one vacancy at Cala. This equates to £3,239 per week.

(d) Risk Implications

The Care Inspectorate ‘...found that the manager and senior care staff worked hard to make improvements to the service provision... with external support...’. The Care Inspectorate need to be reassured that all improvements continue to be imbedded into practice in the future. This requires ongoing input from external management to ensure progress is maintained and that the care and support required by the young people living at Cala remains safe and fit for purpose.

(e) Staffing Implications

There are no specific staffing implications associated with this report.

(f) Property

There are no specific property implications associated with this report.

(g) Equalities

There are no issues in this case.

(h) Consultations

Corporate Director, (Education and Social Care); Senior Management Team (Education and Social Care); Katrina McGillivray Senior Human Resources Advisor; Deborah O’Shea, Principal Accountant; Continuing Support Services Manager; Children’s Wellbeing Manager; Equal Opportunities Officer; Legal Services Manager (Litigation and Licensing), Corporate Parenting and Commissioning Manager, Residential Child Care Manager (Cala) and Tracey Sutherland, Committee Services Officer have been consulted in the preparation of this report and are in agreement with the content relating to their areas of responsibility.

6. CONCLUSION

- 6.1 The provision of residential care in Moray, through direct provision by the local authority, will continue to be an ongoing challenge. This latest Inspection report indicates that, with the continued dedication and commitment of staff, the outcomes for the young people living there are now positive but work to embed all improvements into practice must be ongoing.**

Author of Report: Anne Pendery, Strategy Manager

Background Papers: Members Library

Ref: