



*Making Social Care  
Better for People*

# inspection report

## FOSTERING SERVICE

### **Medway Fostering Service**

**Medway Council  
Compass Centre  
Pembroke Gate, Dock Road  
Chatham  
Kent  
ME4 4YH**

*Lead Inspector*  
Sophie Wood

*Announced Inspection*  
26th September 2005      09:30

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

<b>Reader Information</b>	
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This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this establishment are those for *Fostering Services*. They can be found at [www.dh.gov.uk](http://www.dh.gov.uk) or obtained from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: [www.tso.co.uk/bookshop](http://www.tso.co.uk/bookshop)

*Every Child Matters*, outlined the government's vision for children's services and formed the basis of the Children Act 2004. It provides a framework for inspection so that children's services should be judged on their contribution to the outcomes considered essential to wellbeing in childhood and later life. Those outcomes are:

- Being healthy
- Staying safe
- Enjoying and achieving
- Making a contribution; and
- Achieving economic wellbeing.

In response, the Commission for Social Care Inspection has re-ordered the national minimum standards for children's services under the five outcomes, for reporting purposes. A further section has been created under 'Management' to cover those issues that will potentially impact on all the outcomes above.

Copies of *Every Child Matters* and *The Children Act 2004* are available from The Stationery Office as above

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# SERVICE INFORMATION

<b>Name of service</b>	Medway Fostering Service
<b>Address</b>	Medway Council Compass Centre Pembroke Gate, Dock Road Chatham Kent ME4 4YH
<b>Telephone number</b>	06134 331227
<b>Fax number</b>	
<b>Email address</b>	clive.eggleton@medway.gov.uk
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<b>Name of registered provider(s)/company (if applicable)</b>	Medway Council
<b>Name of registered manager (if applicable)</b>	Mr Clive Eggleton
<b>Type of registration</b>	Local Auth Fostering Service
<b>No. of places registered (if applicable)</b>	0
<b>Category(ies) of registration, with number of places</b>	

# **SERVICE INFORMATION**

## **Conditions of registration:**

**Date of last inspection**      29th November 2004

## **Brief Description of the Service:**

Medway Council Fostering Team is responsible for the delivery of foster care services provided by Medway Local Authority.

The team comprises a manager, senior practitioner, 7 fostering social workers, 2 respite care social workers, 2 placement support workers, 3 full time support services assistants and 1 part time, temporary support services assistant. A further full time fostering social worker post is currently being interviewed for. With some 145 foster carers and placements of children and young people totalling 231, the service provides both short and long - term placements, which include emergencies and permanent. Within this, placements include babies, young children, teenagers/adolescents, mother and baby, disabilities / special needs and pre – adoption.

The team also arranges and provides for respite care, short – term breaks and day care in order to support families in the local community as well as foster care placements.

The service maintains necessary clear and established links with the Looked After Children's Team, Children's Disability Team, Adoption Team and 16+ Team. Regular meetings attended by managers and heads of these services ensure good communication and coordination.

# SUMMARY

This is an overview of what the inspector found during the inspection.

This announced inspection commenced on 26<sup>th</sup> September 2005 and was conducted over six days.

Interviews were held with the fostering service manager, placement service manager, children's service manager, senior practitioner, social workers, placement support workers and the administrative team. In addition, the managers of the LAC team, children's disability team, adoption team and 16+ team were also interviewed in order to explore the working relationships between these departments.

A number of foster carers were visited in their own homes and this gave the opportunity to also speak with the young people in placement. The case files relating to all of those visited were inspected in order to fully explore the recruitment and ongoing training and supervision of carers and the matching process and ongoing support for the young people in the service's care.

Policies and procedures were read and some personnel information was seen.

A Panel meeting, Referral meeting and 'Hot spots' meeting were observed and further material was gained through the receipt of the pre – inspection questionnaire, completed by the fostering service manager and over 200 questionnaires returned by young people, foster carers and placing social workers.

A number of requirements and good practice recommendations had been made from the previous inspection of 29<sup>th</sup> November 2004 and it was very positive to find the evidence to demonstrate the considerable progress that has been made. This was largely attributed to the hard work of the manager. All of the staff interviewed welcomed the inspection process and were committed to improving upon the service offered to carers and young people.

The overall findings from this visit were good, in terms of achieving positive outcomes for young people. Some further work is needed with regards record – keeping, health promotion and monitoring; such examples are explained in greater detail within the main text of this report.

Staff, carers and young people are thanked for their helpful input and the inspector looks forward to receiving the manager's action plan in due course.

## What the service does well:

The service recruits a wide range of carers and can therefore offer young people and their families the type of individual service they need. All of the social workers employed by the service are suitably qualified and experienced to fulfil their roles and responsibilities. Young people are carefully matched, in an attempt that the skills and experience of carers can effectively meet their needs. Clear lines of communication between the managers of children's services, including weekly meetings, ensure that potential difficulties with individual placements are identified and planned for.

## **What has improved since the last inspection?**

The Foster Carer's Handbook has been revised and updated.

An additional qualified social worker post has been created and interviews for this post are currently underway.

The Foster Carer Agreement has been updated, to include all of the required elements as listed under Schedule 5 of the Fostering Service Regulations 2002; this document has now been distributed to all of the service's carers.

The annual reviews of carers are now occurring on time, in that there are no longer gaps of more than twelve months between such reviews.

Registers of carers and placements are now being held in accordance with regulations and personnel information has improved.

The training programme for carers is subject to ongoing review and the subject of first aid has been clearly targeted, as was recommended from the previous inspection.

## **What they could do better:**

Greater evidence is needed to ensure the ongoing training needs of carers are identified, provided for and evaluated.

Young people would benefit by their carers receiving additional training and support with regards 'health promotion' and 'preparing for adulthood'.

The contents of carers' supervision meetings could improve and carers would benefit by receiving a copy of these minutes.

A detailed policy on 'case recording' would assist both staff and carers.

Unannounced visits to carers' homes would further improve the monitoring and protection of placements, as would further work regarding carers' own 'safe care' policies.

The Local Authority needs to address the staffing shortages in other departments to avoid the use of the fostering team social workers in compensating for such shortfalls.

Please contact the provider for advice of actions taken in response to this inspection.

The report of this inspection is available from [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk) or by contacting your local CSCI office.



# **DETAILS OF INSPECTOR FINDINGS**

## **CONTENTS**

Being Healthy

Staying Safe

Enjoying and Achieving

Making a Positive Contribution

Achieving Economic Wellbeing

Management

Scoring of Outcomes

Statutory Requirements Identified During the Inspection

# Being Healthy

## The intended outcomes for these Standards are:

- The fostering service promotes the health and development of children.(NMS 12)

**The Commission considers Standard 12 the key standard to be inspected at least once during a 12 month period.**

## JUDGEMENT – Standards inspected

12.

The primary health needs of young people are being well met. Young people would benefit further by receiving more input on 'health promotion' topics.

## EVIDENCE:

Placement plans clearly identified the health needs of young people. Those carers interviewed were fully aware of their responsibilities in this area and every child was registered with appropriate health care services. Review meetings clearly recorded ongoing health needs, with appropriate referrals being made to external professionals, for example, the local CAMHS team. The common 'criticism' received from carers was that, although such referrals are promptly made; appointments often take a considerable time to come through. Throughout the course of conducting 'home visits', some very positive examples of 'healthy eating' were observed. Carers take this area of their responsibility very seriously and one young person 'complained' that, "I'm only allowed junk food a couple of times a week".

Time was spent at the end of this inspection discussing the need for additional training and support for carers with regards 'health promotion'. Greater evidence is needed to demonstrate that young people are being given appropriate guidance and support in terms of sexual health, smoking, drugs, etc.

# Staying Safe

## The intended outcomes for these Standards are:

- Any persons carrying on or managing the service are suitable. (NMS 3)
- The fostering service provides suitable foster carers.(NMS 6)
- The service matches children to carers appropriately.(NMS 8)
- The fostering service protects each child or young person from abuse and neglect.(NMS 9)
- The people who work in or for the fostering service are suitable to work with children and young people.(NMS 15)
- Fostering panels are organised efficiently and effectively.(NMS 30)

**The Commission considers Standards 3, 6, 8, 9, and 15 the key standards to be inspected at least once during a 12 month period.**

## JUDGEMENT – Standards inspected

3, 6, 8, 9, 15, 30.

Whilst robust systems offer protection and suitably qualified staff place children with carers who can meet their needs, additional developments to personnel protocols would provide further safeguards.

An effective panel conducts business thoroughly and in line with regulations.

## EVIDENCE:

The manager and all of the social workers are suitably qualified and experienced to fulfil their roles and responsibilities.

From the previous inspection, a requirement was made to ensure that recruitment practices are conducted in line with the Fostering Services Regulations 2002. Whilst it was evident that the manager had liaised with the Personnel Department regarding this issue, shortfalls were again identified from this inspection. Future records must show evidence of written references being 'followed up' by telephone verification and any gaps in employment must be clearly explored and recorded in writing by the interviewer.

Five carers' homes were visited and although each were different in terms of size and location, all were clean, comfortable and free from obvious hazards. A thorough health and safety check is conducted annually and where any questions or concerns remain, the Council's own 'health and safety' department is accessed. All of the houses visited offered mainly single room accommodation. Those found to be sharing were in line with the carer's approval and agreed within the placement plans of the young people concerned.

Carers were able to clearly explain the procedures they must follow in the event of suspecting or receiving an allegation of concern or abuse and clear and explicit records of such are held and regularly scrutinised by the fostering team manager. It was evident that work has continued, following the previous inspection, with regards carer's developing and implementing their own 'safe care' policies and procedures. This needs to continue and be regularly scrutinised at annual reviews. Clear protocols are in place with regards young people being 'missing' from their foster home.

Through the inspection of records, the quality of the Assessment of prospective carers was explored. Such assessments are only conducted by qualified social workers who have received Form F Assessment training. A completed Assessment was presented to the panel, which was observed as part of this inspection. Members rigorously questioned the author and discussed their individual points of view, before making a consensus decision to recommend approval.

Two new members have recently joined the panel and have been provided with written guidance and protocols regarding their role and function. It is recommended that now would be a good time to invest in some group panel members training, which should also include the panel's role in terms of quality assurance, for example, in monitoring the quality of the Form F Assessments being presented.

Following the requirements and recommendations made from the previous inspection, the service has changed the way in which requests for changes in carer's approval status are made and the format now used for the annual review of carers has also been improved.

# Enjoying and Achieving

## The intended outcomes for these Standards are:

- The fostering service values diversity.(NMS 7)
- The fostering service promotes educational achievement.(NMS 13)
- When foster care is provided as a short-term break for a child, the arrangements recognise that the parents remain the main carers for the child.(NMS 31)

**The Commission considers Standards 7, 13, and 31 the key standards to be inspected at least once during a 12 month period.**

## JUDGEMENT –Standards inspected

7, 13, 31.

Diversity among carers and young people is valued and educational needs are keenly supported. Birth families benefit enormously through short – term care provision and this enables young people to continue to return home.

## EVIDENCE:

Whilst the service actively seeks to recruit carers from a range of cultural and ethnic backgrounds, the majority of those approved are white / English, however; so are over 95% of the young people currently using this provision. The service ensures that all areas of the local community are 'targeted' with information about not only fostering, but also respite provision and day care, through its 'Get Involved' campaign. The literature circulated through local papers, advertising and fliers gives clear information as to how individuals may become involved and many of the carers spoken with stated that this campaign first caught their attention and introduced the concept of fostering. One set of carers who were visited explained that they had initially joined to provide respite care only and had received such good support and enjoyed the experience that they asked to be considered as full – time carers. Their application has been recently approved and they are now awaiting placements to be made. Another carer visited is supporting a toddler with complex medical needs and given her own nursing background, is able to competently 'look after' these aspects, whilst she and her family provide all the positive experiences of living within an ordinary home environment, thus addressing the global and social needs of the child's development as well. The revised Foster Carer Agreement makes specific reference to the responsibilities of carers to promote the educational attainment of the young

people placed with them. The findings through the reading of children's files and interviewing carers were very positive, demonstrating that Personal Education Plans were in place and up to date.

The provision of short - term care for children, whose birth parents remain as their main carers, was commended from the previous inspection. A dedicated team of two fostering respite social workers recruit, support and coordinate this much - needed aspect of the service. In addition, two full - time support workers provide day activities and educational opportunities for specific individuals; either those in long term foster care or for young people living with their parents or another family member. The premises used by the children's disability team were also toured and the manager of this service was interviewed. Excellent links are maintained by this team and the fostering department, in order that referrals to the respite provision are swiftly made, well - coordinated and lead into a careful matching process. The premises contain a number of rooms, which are effectively used for playgroups, meetings and numerous after school clubs and weekend activities. Again, this aspect of the service and the hard work of all of the staff involved with this excellent provision is commended.

# Making a Positive Contribution

## The intended outcomes for these Standards are:

- The fostering service promotes contact arrangements for the child or young person. (NMS 10)
- The fostering service promotes consultation.(NMS 11)

**The Commission considers Standards 10 and 11 the key standards to be inspected at least once during a 12 month period.**

## JUDGEMENT – Standards inspected

10, 11.

Young people benefit by being supported to maintain regular contact with those who are important to them.

The service actively seeks to obtain the views of carers, placing officers, young people and their families about the operation of the service.

## EVIDENCE:

Individual contact arrangements were clearly recorded and carers demonstrated an acute awareness in recognising the importance of maintaining appropriate contact with family members and friends.

Young people confirmed that they are supported to regularly see their family members and older children gave many examples of seeing their friends, for example, by inviting them back to their foster homes and by visiting them in their homes for sleepovers, etc.

Whereby legal constraints are prevalent, such contacts are suitably supervised and recorded and in the event that contact is completely denied for legal reason in the child's best interests, this is clearly explained to the young person and appropriately supported.

All of the carers spoken with were acutely aware of their own responsibilities with regards contact arrangements and these were clearly outlined within the Foster Carer Agreement.

The format used for the annual review of carers has recently been amended and ensures the views of carers, placing social workers, birth children, foster children and their parents are obtained in respect of obtaining opinions about how the service is operating. Those carers interviewed further stated that they are routinely asked for such feedback when they receive their monthly support visits by supporting social workers from the fostering team.

A number of questionnaires, (around 40%), received for this inspection from foster carers suggested that they do not feel they have been consulted; this could be due to the fact that they have not yet had their annual review using the new format.



# Achieving Economic Wellbeing

## The intended outcomes for these Standards are:

- The fostering service prepares young people for adulthood.(NMS 14)
- The fostering service pays carers an allowance and agreed expenses as specified.(NMS 29)

**The Commission considers Standards 29 the key standard to be inspected at least once during a 12 month period.**

## JUDGEMENT –Standards inspected

14, 29.

Young people and their carers would benefit through receiving increased support and preparation in making the transition into adulthood. Carers continue to receive payments and agreed expenses on time.

## EVIDENCE:

Although many examples were reported to commend the efforts of the 16+ team in preparation for adulthood an equal proportion of carers and young people felt that more could be done to support this hugely significant transition. Such carers asked for additional training and commented that this should be provided at an earlier stage. Young people, through their questionnaires and from speaking with them directly, also requested that transitional plans be introduced earlier, to give them the opportunity to effectively prepare and be introduced to new social workers.

No adverse comments were received from carers with regards the receipt of agreed payments and expenses. Such amounts are clearly explained within the Foster Carer Agreement and are reviewed annually.

# Management

## The intended outcomes for these Standards are:

- There is a clear statement of the aims and objectives of the fostering service and the fostering service ensures that they meet those aims and objectives.(NMS 1)
- The fostering service is managed by those with the appropriate skills and experience. (NMS 2)
- The fostering service is monitored and controlled as specified. (NMS 4)
- The fostering service is managed effectively and efficiently.(NMS 5)
- Staff are organised and managed effectively.(NMS 16)
- The fostering service has an adequate number of sufficiently experienced and qualified staff.(NMS 17)
- The fostering service is a fair and competent employer.(NMS 18)
- There is a good quality training programme. (NMS 19)
- All staff are properly accountable and supported.(NMS 20)
- The fostering service has a clear strategy for working with and supporting carers.(NMS 21)
- Foster carers are provided with supervision and support.(NMS 22)
- Foster carers are appropriately trained.(NMS 23)
- Case records for children are comprehensive.(NMS 24)
- The administrative records are maintained as required.(NMS 25)
- The premises used as offices by the fostering service are suitable for the purpose.(NMS 26)
- The fostering service is financially viable. (NMS 27)
- The fostering service has robust financial processes. (NMS 28)
- Local Authority fostering services recognise the contribution made by family and friends as carers.(NMS 32)

**The Commission considers Standards 17, 21, and 24 the key standards to be inspected at least once during a 12 month period.**

## JUDGEMENT – Standards inspected

1, 2, 4, 5, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 32.

The Statement of Purpose is clear and concise. Managers and staff of the service are suitably qualified and experienced and carers receive frequent support visits; from which, the written recordings should be improved upon and copied to the recipient.

Case records for children need to develop further, to include all of the elements required.

Financial systems and practices are clear and regularly audited.

## **EVIDENCE:**

The Statement of Purpose effectively describes the functions and responsibilities of the fostering team and the children's teams that make referrals to this service have a sound understanding of its purpose and scope. Literature available to young people continues to improve and questionnaires received from children confirmed that they know how to complain and to whom they can refer if they have a problem.

Evidence demonstrated that the manager continues to closely monitor and audit all records of illnesses, accidents, allegations and concerns. Such occurrences are also scrutinised through panel meetings and heads of services are kept appraised. The 'Hot Spots' meeting was observed; this was attended by all heads of services and allowed those present to discuss individual cases of concern, therefore enabling contingency plans to be made. This weekly meeting was of particular value to those present as it supports the children's services to work pro – actively as opposed to continually reacting to crises situations.

When such crises situations do occur, the manager continues to make notifications to the Commission, in an appropriate manner and on time. Interviews were held with a selection of team members and the premises were viewed. Personnel information confirmed that individuals possess the professional qualifications, skills and experience to fulfil their roles and all confirmed they are provided with regular further training opportunities. Formal recorded supervision meetings are also occurring. From the evidence obtained, it was concluded that caseloads are too high; the current volume of work prevents individuals from applying for some of the training courses they may otherwise seek to attend. This is being addressed through the recruitment of another full time post and it was also noted that the team has been covering sickness absence for the best part of a year. Whilst the team office is ideally situated, in terms of being in close proximity to all other children's teams, it is not large enough and in addition there was an insufficient amount of desk space and equipment, if the majority of the team were in the office together. Following the previous inspection, much work has been completed with regards updating the Foster Carer's Agreement and Foster Carer's Handbook. The strategy for working with carers is clear and understood; it was very evident through written and verbal feedback that carers feel supported and are regularly visited by their social worker. The manager was advised that attention should be drawn to the difference between supporting and supervising carers; this should be explicitly clear within the written minutes of their monthly visits. It was also recommended that carers should receive their own copy of these minutes. The identification of specific training needs also requires clear and specific recording, in that, such needs are identified, provided for and tracked; this aspect should be rigorously followed up through the annual reviews of carers.

A number of carers do attend the service's own fostering forum, the chair of this was interviewed. It was also noted that in response to a requirement made from the previous inspection with regards 'out of hours' support, two long – term experienced carers are currently piloting a scheme whereby they can be contacted for advice and guidance prior to accessing Kent County Council's out of hours service, which is currently contracted by Medway.

Although this tier will provide peer support, it is not considered by the Commission as an appropriate alternative to a dedicated out of hours service, manned by suitably qualified and experienced personnel. Care must be taken to ensure that its use is closely monitored and evaluated, in terms of protecting confidentiality and ensuring that situations are properly managed. It was very positive to note that the service has now funded all carers with membership with the Fostering Network.

Differences were found with regards the quality and quantity of information recorded by carers regarding their placements. Some were keeping daily diaries and others maintained detailed contemporaneous records. The guidance within the revised Foster Carer's Handbook in respect of record keeping should be reviewed and expanded upon to provide clear instruction pertaining to 'case recording'.

Administrative records had greatly improved; a children's and carer's register is now in place and the perusal of files showed that entries had all been dated and signed, showing improvements from the last visit. There were occasions whereby the 'writing up' of support visits were 'late' and this further supports the finding that caseloads should be reduced.

Records of complaints and allegations were securely held; they recorded the details of the investigation, conclusion and subsequent action taken.

Although financial processes were not fully inspected, evidence was seen to demonstrate that the manager works with clearly defined operational budgets and carers are routinely paid their agreed weekly amounts and expenses on time.

The provision for recruiting family members and friends as carers was explored through reading relevant documentation and interviewing the manager of this service. As was found with the provision of short – term breaks, great value is placed upon this service and the team works extremely hard to support such placements, in a determined effort to keep families together. Such families are able to access training, receive support visits and attend bi – monthly support meetings. This aspect of service provision was commended.

# SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Fostering Services have been met and uses the following scale.

**4** Standard Exceeded (Commendable)      **3** Standard Met (No Shortfalls)  
**2** Standard Almost Met (Minor Shortfalls)      **1** Standard Not Met (Major Shortfalls)

"X" in the standard met box denotes standard not assessed on this occasion  
 "N/A" in the standard met box denotes standard not applicable

<b>BEING HEALTHY</b>	
<i>Standard No</i>	<i>Score</i>
<b>12</b>	3

<b>STAYING SAFE</b>	
<i>Standard No</i>	<i>Score</i>
<b>3</b>	3
<b>6</b>	3
<b>8</b>	3
<b>9</b>	3
<b>15</b>	2
<b>30</b>	3

<b>ENJOYING AND ACHIEVING</b>	
<i>Standard No</i>	<i>Score</i>
<b>7</b>	3
<b>13</b>	3
<b>31</b>	4

<b>MAKING A POSITIVE CONTRIBUTION</b>	
<i>Standard No</i>	<i>Score</i>
<b>10</b>	3
<b>11</b>	3

<b>ACHIEVING ECONOMIC WELLBEING</b>	
<i>Standard No</i>	<i>Score</i>
<b>14</b>	3
<b>29</b>	3

<b>MANAGEMENT</b>	
<i>Standard No</i>	<i>Score</i>
<b>1</b>	3
<b>2</b>	3
<b>4</b>	3
<b>5</b>	3
<b>16</b>	2
<b>17</b>	2
<b>18</b>	2
<b>19</b>	2
<b>20</b>	3
<b>21</b>	3
<b>22</b>	3
<b>23</b>	2
<b>24</b>	3
<b>25</b>	3
<b>26</b>	2
<b>27</b>	3
<b>28</b>	3
<b>32</b>	4

YES

Are there any outstanding requirements from the last inspection?

**STATUTORY REQUIREMENTS**

This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Fostering Services Regulations 2002 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action
1	15	20(3)(d)	<p>The fostering service provider shall not employ a person to work for the purposes of the fostering service unless full and satisfactory information is available in relation to the matters set out in paragraphs 1 to 6 of Schedule 1, Fostering Service Regulations 2002.</p> <p>This requirement is carried over from the previous inspection and is made within the context of the need to evidence that written references are followed up by telephone verification and any gaps in employment are questioned and recorded at interview.</p>	26/11/05
2	18 & 19	17(1)	<p>The fostering service provider shall provide foster parents with such training, advice, information and support outside office hours, as appears necessary in the interests of children placed with them.</p> <p>This requirement is carried over from the previous inspection and is made within the context of ensuring that training needs are</p>	26/11/05

			sufficiently identified and tracked through annual reviews and that the pilot out of hours support scheme is reviewed in six months time.	
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## RECOMMENDATIONS

These recommendations relate to National Minimum Standards and are seen as good practice for the Registered Provider/s to consider carrying out.

No.	Refer to Standard	Good Practice Recommendations
1	6	It is recommended that greater evidence be provided with regards the health and safety checks conducted during carer's initial assessments and thereafter, for their annual reviews.
2	9	It is recommended that all carers receive updated support and guidance with regards the completion and implementation of their own 'safe care' policy and procedure and that this be scrutinised at annual reviews.
3	12	It is recommended that carers and young people receive additional advice and guidance with regards 'health promotion' topics.
4	14	It is recommended that the current provision for 'preparing for adulthood' be reviewed, in consultation with young people.
5	17	It is recommended that caseload allocations be reviewed in line with the recruitment of an additional social worker.
6	21	It is recommended that staff receive additional training pertaining to support visits to carers, in making a clear distinction between support and supervision.
7	21	It is recommended that carers receive a copy of their support visit minutes.
8	22	It is recommended that carers receive an unannounced visit from their social worker at least once a year.
9	24	It is recommended that a clear and detailed policy pertaining to 'case recording' be developed and that carers receive training and guidance to complete satisfactory records pertaining to those in their care.
10	26	It is recommended that a review be conducted with regards the unsuitable office conditions and lack of equipment.

## **Commission for Social Care Inspection**

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