



*Making Social Care
Better for People*

inspection report

ADOPTION SUPPORT AGENCIES

Catch-point Consultancy Limited

**10 Copley Gardens
Lockleaze
Bristol
BS7 9YE**

Lead Inspector
Sean White

Announced Inspection
27th February 2007 10:00 am

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

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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 service are those for *Adoption Support Agencies*. They can be found at 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

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SERVICE INFORMATION

Name of service	Catch-point Consultancy Limited
Address	10 Copley Gardens Lockleaze Bristol BS7 9YE
Telephone number	0117 9510474
Fax number	0117 9510474
Email address	
Provider Web address	
Name of registered provider(s)/company (if applicable)	Catch-Point Consultancy Limited
Name of registered manager (if applicable)	Frances Joy Hasler
Type of registration	Adoption Support Agency

SERVICE INFORMATION

Conditions of registration:

1. To provide services to Adults and children

Date of last inspection This was the first inspection of this service since registration.

Brief Description of the Service:

CATCH-point is a small adoption support service that operates from premises on the outskirts of Bristol.

It provides support services to adoptive families where the main issues involve attachment difficulties and where children have experienced significant harm or have had traumatic early life experiences. Its operational model is through using 'creative' therapies (currently music, play and art). The agency also promotes greater educational and social inclusion of adopted children through its work within schools and the wider networks experienced by children in adoptive families.

The agency is governed by a board of directors and managed (clinically) by the founder of the organisation and (strategically) by the responsible person. There are three part-time therapists and three part-time administrators.

SUMMARY

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

This first inspection of this agency was undertaken over one and a half days by one inspector. The agency prepared well for the visit and provided every assistance and courtesy throughout the duration. Everyone involved with the agency was helpful and honest, which provided for a positive experience.

During the course of the visit the following was undertaken:

- Analysis of pre-inspection material, including self-assessment.
- Interview with responsible individual
- Interview with manager
- Interview with staff team (as a group)
- Interview with two service users
- Discussion with administrators and inspection of records
- Reading policies and procedures
- Analysis of survey returns
 - Adults – 14
 - Children – 6
 - Referring agencies -3

What the service does well:

This is an agency that is confident about its services and the therapeutic model on which they are based. It was very evident that both managers and staff were very skilled and qualified to undertake the range of creative therapies that are available. The agency's collaborative approach to both assessment of need and therapeutic intervention demonstrates a clear inclusiveness to its work and commitment to users being the focus of their operations.

The standard and quality of the support provided is best described by service users: adults said, "They are highly skilled professionals", "...very understanding and supportive", "they really understand the needs of both the children and the parents": referrers said, "a professional and well organised agency", "...adoptive families really benefit from collaborative assessments".

The commitment of the agency to placing children at the centre of its operations, and its conscientious approach to protecting them from harm, demonstrates a service that is fully informed about children's welfare and how safeguarding procedures work.

The inclusiveness of the agency's approach to its work shows a service that is fully committed to the well being of those it works with. It was very evident that all of the agencies and people involved in the support network communicate well and ensure that services are coordinated appropriately.

This is an agency that understands the complex difficulties surrounding attachment in adoption and strives, in a very committed and innovative way, to manage relationships in the most positive way to enable families to move forward in as optimistic a way as possible.

What has improved since the last inspection?

This was the first inspection of this agency since registration.

What they could do better:

Administrative arrangements are insufficiently resourced. This has created some inconsistencies in the management of records. Better protocols to govern the administrative processes would enable greater administrative coherence, but this could only be achieved by greater staff resources.

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 or by contacting your local CSCI office. The summary of this inspection report can be made available in other formats on request.

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Statement Of Purpose

The intended outcome for Standard 1 is:

There is a clear written statement of the aims and objectives of the adoption support agency and the agency ensures that it meets those aims and objectives

1 Statement of purpose

JUDGEMENT

Quality in this outcome area is good.

The statement of purpose provides clear information about the agency and its services enabling people to be clear about the provision available and how it might be beneficial to their circumstances.

This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

The agency has a statement of purpose that outlines the aims, objectives and services available. It is clearly written and provides the reader with insight into the agency's structure and operational work. The specifics of the services available – and for whom they will benefit – are clearly laid out and provide an easy to understand description of the underpinning principles of the therapeutic models used. This is supplemented by a detailed information pack for service users.

There is also a children's guide in place.

Safeguarding And Promoting Welfare

The intended outcome for Standard 2 is:

The adoption support agency safeguards and promotes the physical, mental and emotional welfare of people affected by adoption who wish to use its services.

2 Safeguarding and promoting welfare

JUDGEMENT

Quality in this outcome area is good.

The agency has a robust approach to safeguarding children ensuring that they are kept safe.

This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

This is an agency that places children at the centre of its operations. It is committed to their welfare and development through supporting difficult placements and working through complex attachment issues – but the welfare of the children is seen as paramount.

There is a child protection policy and procedure that has been developed from local authority procedures, which clearly outlines how to proceed if there is any disclosure or suspicion of abuse. Evidence was noted of the agency putting this into practice on more than one occasion, with all appropriate and necessary steps being taken – with clear, contemporaneous recording.

User Focused Services

The intended outcome for Standard 3 is:

People affected by adoption receive a service from the adoption support agency that is appropriate and tailored to their particular need. They are treated fairly, openly and with respect throughout their contact with the agency.

3 User-focused services

JUDGEMENT

Quality in this outcome area is excellent.

Tailor-made services, formulated from thorough assessments ensure that people receive support based on their own particular circumstances.

This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

The information provided to service users – and referring agencies - is clear about the services available, and for whom they would be appropriate. The information packs demonstrate a welcoming, non-discriminatory approach to families, which enables them to be clear about what is available and how it might assist in their difficulties.

The therapeutic 'journey' is managed in partnership with service users, with their wishes and feelings being taken into consideration at all times. The collaborative assessments – which are very comprehensive and take into account all aspects of the circumstances – are worked through with everybody involved and form the basis of tailor made services formed exclusively for the issues being experienced.

Service Delivery

The intended outcome for Standard 4 is:

The adoption support agency's service users receive a good-quality, professional service, based on their needs identified by an assessment.

4 Service delivery

JUDGEMENT

Quality in this outcome area is excellent.

A clearly defined therapeutic approach to supporting children and families ensures people receive the most appropriate and good quality service available.

This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

The agency's services are provided within the parameters of the skills and expertise of the managers and staff that operate its creative therapeutic model; this is of a very high standard. The agency is very clear about what it does and what it hopes to achieve. The survey results – of parents, children and referring agencies – were very complementary and unanimously demonstrated satisfaction with both processes and outcomes; "our only life-line", "A very professional service, it saved our family", being typical adult responses; "They understand what is important to me" is a typical child's response and "Adopters have felt immediately validated and supported" being an example of a referrers response.

It was very clear that this is a professional agency that is clear about its operations and therapeutic model – and makes this clear to service users, who receive a service of high quality and professionalism.

Fitness To Provide Or Manage An Adoption Support Agency

The intended outcomes for Standards 5 and 6 are:

The adoption support agency is provided and managed by those who are suitable and have the appropriate skills and experience to do so effectively and efficiently to provide the services specified in the Statement of purpose

- 5 Skills to provide or manage
- 6 Suitability to carry on or manage

JUDGEMENT – we looked at outcomes for the following standard(s):

Quality in this outcome area is good.

The manager and responsible person are fit to carry on an adoption support agency as defined by the statement of purpose; this provides for a coherent and safe service.

This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

The responsible individual and manager (who are both directors of the agency) demonstrated their suitability to be involved in the carrying-on of an adoption support agency as defined by the statement of purpose during the registration process carried out in August 2006. This process undertook all necessary and required checks and established the qualifications, registrations and experience of the people involved. It was clear through this process that they were suitably qualified and able to carry on an adoption support agency – the statement of purpose clearly outlining an operational model that was appropriate for the skills and expertise available.

Management Of The Adoption Support Agency

The intended outcomes for Standards 7 and 8 are:

The adoption support agency safeguards and promotes the physical, mental and emotional welfare of people affected by adoption who wish to use its services.

- 7 Managing effectively and efficiently
- 8 Monitoring and controlling

JUDGEMENT – we looked at outcomes for the following standard(s):

Quality in this outcome area is excellent.

The agency is well managed by experienced people who are able to provide skilled leadership thus giving a confident outlook for people using the service.

This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

The manager and responsible individual provide clinical and strategic management respectively. This provides for an overall coherence in the operations of the agency and enables workers and service users to understand how the service operates.

There is a policy and procedure handbook (issued to all staff) that provides an underpinning infrastructure to the service and it was evident that this – alongside the statement of purpose – informs the governance of the agency.

There are clear lines of communication and accountability and workers understood the functioning of the agency and their place within it. Referring agencies reported that communication was generally very good and that fees and charges for services were clear and well presented. Invoices were seen that clearly outlined the work that the agency undertook and how these were itemised for charging purposes.

The agency is governed by a board of directors; this meets frequently and regularly and minutes demonstrated that it is closely involved in the service and its development. Monitoring the service – both operationally and financially was clearly undertaken and an annual report is presented to the board.

Employment And Management Of Staff And Volunteers

The intended outcomes for Standards 9 to 14 are:

The staff and volunteers who work in the adoption support agency are suitable to work with the agency's service users and they are managed, trained and supported in such a way as to ensure the best possible outcomes for service users. The number of staff and volunteers and their range of qualifications and experience are sufficient to achieve the purposes and functions of the adoptions support agency.

- 9 Suitability to work with service users
- 10 Organisation and management of staff
- 11 Sufficient staff with the right skills and experience
- 12 Fair and competent employer
- 13 Training
- 14 Accountability and support

(These standards 9-14 do not apply where the registered provider is an individual and does not have staff or volunteers)

JUDGEMENT – we looked at outcomes for the following standard(s):

9,10,11,12,13,14.

Quality in this outcome area is good.

The agency is well organised with well qualified and experienced staff being suitably guided and supported to provide good quality services, enabling people to feel that their needs are being met.

This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

The agency has a team of three part time therapists (music, play and drama), supported by administrative staff. It was clear that the workers were suitably qualified and skilled to undertake the range of support and therapeutic work the agency provides. They had been appropriately recruited and the agency's procedures were clear and satisfactory in this area. Given the development of the service and range of work being referred it was becoming evident that the agency may need to increase the staffing levels for it to be able to meet the demands of increased capacity. Similarly, the administrative burden is clearly becoming increasingly difficult to be managed by existing staff and an increase would be beneficial. The agency is aware of these issues and is actively planning for an increased workforce.

The allocation and management of work was well organised with staff being confident that they are well supported to undertake the range of duties they were responsible for. Professional and clinical supervision is regularly provided on a formal basis and 'ad-hoc' support provided wherever necessary – although it was evident that this may not always be available in every circumstance; again this is an issue that the manager is aware of and is considering ways of ensuring appropriate support is always available, particularly at crisis or difficult times.

The agency also has an active approach to training and development of staff. It was clear that everyone involved in the agency is keen to develop skills, knowledge and expertise – and resources are made available to facilitate this.

Individual Practitioners

The intended outcome for Standard 15 is:

The registered provider manages the agency effectively and efficiently and is suitable to work with the agency's service users. He or she is trained and supported in such a way as to ensure the best possible outcomes for service users.

15 Managing effectively and efficiently

(This standard only applies where the registered provider is an individual and does not have staff or volunteers)

JUDGEMENT

Quality in this outcome area is **(excellent, good, adequate or poor)**

This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

Not applicable.

Complaints And Representations

The intended outcome for Standard 16 is:

Complaints and representations are resolved quickly and handled in a sensitive, thorough and non-biased manner.

16 Complaints and representations

JUDGEMENT

Quality in this outcome area is good.

People are clear about how to complain enabling them to feel confident about being taken seriously and their views being taken into account.

This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

There is a complaints procedure in place – also included in the statement of purpose. It makes clear that people's views will be taken seriously and acted upon.

There have been no complaints made to the service.

Records

The intended outcomes for Standards 17 to 21 are:

All appropriate records are securely maintained, retained and are accessible when required.

- 17 Records with respect to services
- 18 Adoption case records
- 19 Access to adoption case records
- 20 Administrative records
- 21 Personnel files for members of staff and volunteers

JUDGEMENT – we looked at outcomes for the following standard(s):

17,20,21.

Quality in this outcome area is adequate.

Records were good in terms of content but somewhat untidy in maintenance, making the overall provision lacking in overall coherence.

This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

Case records were maintained for service users that contained detailed information about assessments of need, case progress, correspondence and reports; all of these were of a good or very good standard. However, there was some inconsistency in the background detail available and there was no overall coherence to case file maintenance. The agency should develop a case file protocol to develop a more consistent approach.

General administration was of a good standard and files, both paper and electronic were stored effectively and securely.

Staff records contained all required information, but as is the situation with case records, they were somewhat untidy in the way that they are maintained.

The agency is aware of these shortcomings and appreciates that increased administrative resources are required; it is encouraged to pursue this.

Fitness Of Premises

The intended outcome for Standard 22 is:

The premises used by the adoption support agency are suitable for the purpose of providing the services as set out in the agency's statement of purpose.

22 Fitness of premises

JUDGEMENT

Quality in this outcome area is good.

The premises provide for a comfortable environment within which people can receive therapeutic support in a safe and confidential atmosphere.

This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

The premises, although felt not to be ideal by the agency, are comfortable and provide for space and facilities within which the therapeutic tasks can be undertaken safely. The agency is, nevertheless, seeking alternative premises.

Administrative functions are undertaken at a nearby 'sub-office', which is secure and adequately protected against fire.

Financial Requirements

The intended outcomes for Standards 23 and 24 are:

The adoption support agency is financially viable

- 23 Financial viability
- 24 Financial processes

JUDGEMENT – we looked at outcomes for the following standard(s):

23,24.

Quality in this outcome area is good.

A robust approach to financial management demonstrates the agency's conscientious approach to viability- giving referrers and users confidence in the continuation of its operations.

This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

The agency is financially viable and annual accounts were seen (as presented to the board of directors) which demonstrated this.

There are satisfactory systems in place to monitor finances and an accountant undertakes audits of the agency's accounts.

New arrangements have been put in place that provide for more efficient and accessible monitoring of the invoicing and charging systems; this appears much more robust than was the case previously.

SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Adoption 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

STATEMENT OF PURPOSE	
<i>Standard No</i>	<i>Score</i>
1	3

SAFEGUARDING AND PROMOTING WELFARE	
<i>Standard No</i>	<i>Score</i>
2	4

USER FOCUSED SERVICES	
<i>Standard No</i>	<i>Score</i>
3	4

SERVICE DELIVERY	
<i>Standard No</i>	<i>Score</i>
4	4

FITNESS TO PROVIDE OR MANAGE AN ADOPTION SUPPORT AGENCY	
<i>Standard No</i>	<i>Score</i>
5	3
6	3

MANAGEMENT OF THE ADOPTION SUPPORT AGENCY	
<i>Standard No</i>	<i>Score</i>
7	4
8	4

EMPLOYMENT AND MANAGEMENT OF STAFF AND VOLUNTEERS	
<i>Standard No</i>	<i>Score</i>
9	4
10	4
11	4
12	4
13	4
14	4

INDIVIDUAL PRACTITIONERS	
<i>Standard No</i>	<i>Score</i>
15	N/A

COMPLAINTS AND REPRESENTATIONS	
<i>Standard No</i>	<i>Score</i>
16	3

RECORDS	
<i>Standard No</i>	<i>Score</i>
17	2
18	N/A
19	N/A
20	3
21	2

SCORING OF OUTCOMES

Continued

FITNESS OF PREMISES	
<i>Standard No</i>	<i>Score</i>
22	3

FINANCIAL REQUIREMENTS	
<i>Standard No</i>	<i>Score</i>
23	3
24	3

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, Adoption support regulations and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action

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	ADS17	Case records should be maintained to a protocol that provides for consistency.
2	ADS21	Records in respect staff should be maintained in a clearer, more consistent manner.

