

Action Plan

This Action Plan has been completed by the Provider and the Authority has not made any amendments to the returned Action Plan.

Provider's response to Inspection Report No:	743
Name of Non Statutory Agency:	Oak Lodge Fostering Services
Date of inspection:	17 November 2015 – 19 November 2015
Date of response:	18 th February 2016 (accepted response)

These requirements set out the actions that should be taken to meet the identified child care regulations and *National Standards for Foster Care*.

Theme 1: Child Centred Services

Standard 1

Requires improvement

The provider is failing to meet the National Standards in the following respect:

There was little evidence that children's access to their information was encouraged and facilitated.

Information relating to the child was not routinely archived and was stored on foster carer files which meant that children may not have direct access to their information later on in life.

Action required:

Under **Standard 1** you are required to ensure that:

Children and young people are provided with foster care services that promote a positive sense of identity for them.

Please state the actions you have taken or are planning to take:

1. Children's handbooks have been updated to include details of how to access their information held on file by Oak Lodge Fostering Services.
2. The Placement Support Worker will encourage and support children to access their information and this will be recorded on children's files.
3. The process recording system utilised by the agency is under review and an adapted system will be introduced to ensure that information relating to children is accurately stored to ensure access by children now or in later life.
4. The agency will research a Management Information System (for example a Customer Management System utility)

Proposed timescale:

1. Completed
2. At the start of every placement and a minimum of once per year per child
3. Currently under review and will be completed by end March 2016

Person responsible:

Placement Support Worker

Fostering Services Coordinator and Managing

4. Research regarding feasibility of Managament Information System implementation will be completed by end February 2016	Director Agency Administrator and Managing Director
---	--

Standard 3

Requires improvement

The provider is failing to meet the National Standards in the following respect:

Children were not consulted with to ensure their wishes and choices were fully reflected in how placements were planned.

Children's handbooks required updating to ensure they contained sensitive age appropriate information on the reasons why care was required.

Action required:

Under **Standard 3** you are required to ensure that:

Children and young people are treated with dignity, their privacy is respected, they make choices based on information provided to them in an age-appropriate manner, and have their views, including complaints, heard when decisions are made which affect them or the care they receive.

Please state the actions you have taken or are planning to take:

1. Revision of placement planning procedure and reports to capture the wishes and choices of children regarding foster care placement. Revision of the placement planning template to incorporate a section for childrens views.
2. Childrens Handbooks have been reviewed and updated

Proposed timescale:

1. Will be completed by end February 2016
2. Completed

Person responsible:

Managing Director

Standard 25

Requires improvement

The provider is failing to meet the National Standards in the following respect:

Children were not aware of how to complain directly to Oak Lodge Fostering Services.

The oversight of the complaints procedure was not thorough as the complaints log did not outline the feedback given to and taken from the complainant.

Action required:

Under **Standard 25** you are required to ensure that:

Health Boards(sic) have policies and procedures designed to ensure that children and young people, their families, foster carers and others with a bona fide interest in their welfare can make effective representations, including complaints, about any aspect of the fostering service, whether provided directly by a health board or by a non-statutory agency.

Please state the actions you have taken or are planning to take:

1. Children's handbooks have been updated to include details of how to complain directly to Oak Lodge Fostering Services.
2. The Placement Support Worker will aid children to understand how to make a complaint and support them through the complaints process.
3. The complaints log is a summary. The log has been revised to include a summary of this element of the complaint process.

Proposed timescale:

1. **Completed**
2. **At the start of every placement and a minimum of once per year per child**
3. **Completed**

Person responsible:

Placement Support Worker

Theme 2: Safe and Effective Services

Standard 17

Requires improvement

The provider is failing to meet the National Standards in the following respect:

Oak Lodge Fostering Services did not carry out a review of foster carers following an investigation.

Action required:

Under **Standard 16** you are required to ensure that:
Foster carers participate in regular reviews of their continuing capacity to provide high quality care and to assist with the identification of gaps in the service.

Please state the actions you have taken or are planning to take:

1. Review had not been undertaken at the time of inspection as the CFA investigation process had not been concluded. Oak Lodge Fostering Services were awaiting the local FCC and the Monitoring Officer was aware of delay. Review is now scheduled.

Proposed timescale:

1. Review scheduled for February 2016.

Person responsible:

Link Social Worker and Managing Director

Theme 3: Health and Development

Standard 12

Requires improvement

The provider is failing to meet the National Standards in the following respect:

Educational information was not recorded consistently and therefore did not contribute to how educational goals and attainments were monitored.

Action required:

Under **Standard 12** you are required to ensure that:

The educational needs of children and young people in foster care are given high priority and they are encouraged to attain their full potential. Education is understood to include the development of social and life skills.

Please state the actions you have taken or are planning to take:

1. Model of care recording templates are being revised to ensure information regarding educational goals and attainments are recorded and therefore can be monitored by Oak Lodge Fostering Services.

Proposed timescale:

1. Revised templates will be completed by end February 2016. Implementation will follow this date, including training required with foster carers.

Person responsible:

Fostering
Services
Coordinator

Theme 4: Leadership, Governance and Management

Standard 18

Requires improvement

The provider is failing to meet the National Standards in the following respect:

Oak Lodge Fostering Services did not ensure that children, foster carers and other relevant stakeholders, such as social workers, were consulted in the planning of the service.

Action required:

Under **Standard 18** you are required to ensure that:
Health boards(sic) have up-to-date effective policies and plans in place to promote the provision of high quality foster care for children and young people who require it.

Please state the actions you have taken or are planning to take:

1. Oak Lodge Fostering Services will facilitate an annual forum for foster carers and children to enable them to contribute to the planning of the service.
2. Consultation surveys will be undertaken with all stakeholders and views sought will contribute to the Oak Lodge Fostering Services' strategic plan.

Proposed timescale:

1. Annual forum for foster carers and children which will be held before the end August 2016.
2. Survey development completed. Distribution by end February 2016.

Person responsible:

Clinical and
Managing
Director
Fostering
Services
Coordinator

Standard 19

Requires improvement

The provider is failing to meet the National Standards in the following respect:

Professionals from agencies outside of Oak Lodge Fostering Services did not understand the roles and responsibilities of Oak Lodge Fostering Services Staff.

Oak Lodge Fostering Service did not ensure that risk assessments contributed to learning and development in order to deliver a high quality service.

The monitoring tools used by Oak Lodge Fostering Services were not consistently filled out and didn't contribute to delivering a high quality service.

The systems to record decision making to ensure transparency and accountability were not developed.

Action required:

Under **Standard 19** you are required to ensure that:

Health boards(sic) have effective structures in place for the management and monitoring of foster care services.

Please state the actions you have taken or are planning to take:

1. The agency has produced an information pack for social workers which clearly defines the roles of each team member.
2. The agency is in the process of reviewing formal risk assessment recording and designing a matrix for the measurement of risk which will prioritise and inform practice.
3. The monthly monitoring tool has been revised and is cross referenced to files to enable the Managing Director to audit for consistent completion.
4. The agency has introduced a 'decision flow chart' which shows the decision making process in diagram form. This summarises the evolution of a major decision; identifying the process and outcome.
5. Decisions made in team meetings, individual supervision and peer group supervision regarding children and carers will also be recorded on the relevant file and cross referenced.

Proposed timescale:

1. Completed.

Person responsible:

2. Will be implemented by end March 2016. 3. Completed 4. Implemented January 2016. 5. Implemented January 2016.	Fostering Services Coordinator and Managing Director
---	---

Theme 6: Workforce

Standard 20

Requires improvement

The provider is failing to meet the National Standards in the following respect:

Oak Lodge Fostering Services staff were not provided with relevant training in whistle blowing.

The quality of information on Oak Lodge Fostering Services supervision files did not demonstrate the work carried out.

Action required:

Under **Standard 20** you are required to ensure that:

Health boards(sic) ensure that the staff employed to work with children and young people, their families and foster carers are professionally qualified and suitably trained.

Please state the actions you have taken or are planning to take:

1. Training will be provided to all staff in April 2016.
2. Staff supervision is now recorded in greater detail to reflect the level of work undertaken and decisions are recorded on carer and children's files as relevant and cross referenced.

Proposed timescale:

1. April 2016.

2. Implemented December 2015.

Person responsible:

Managing Director.