

Care service inspection report

Full inspection

Real Life Options Glasgow Service Housing Support Service

2nd Floor
Academy House
1346 Shettleston Road
Glasgow

Service provided by: Real Life Options

Service provider number: SP2003001558

Care service number: CS2004078505

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of care and support	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good

What the service does well

We thought the service provided person centred support. They knew people's preferences and wishes. Staff members supported individuals to have their houses as they wanted them and to do activities they enjoyed. The service was very good at highlighting and acknowledging the achievements of service users and events they enjoyed.

The service made sure it had all the necessary information to help someone maintain good health. The service was keen to keep improving and had its own system called a performance assessment tool to assist doing this.

What the service could do better

We spoke to the manager about some improvements that should be made to medication recording and making sure staff got supervision. Whilst there was a very good staff training programme, some staff members were not up to date with all their training.

For the monthly key meetings with service users, we thought that sometimes the staff member could complete the outcomes part of it better.

What the service has done since the last inspection

The service had changed how they were monitoring and planning improvements and we thought their new way of four shorter visits by its performance improvement partners (PIPs) was a good idea.

Conclusion

Real Life Options Glasgow, provided a very good service to people. The staff teams understood people's needs and were motivated to provide person centred, high quality support.

Senior staff members were keen to support the staff teams well and to make sure service users were happy with their support.

1 About the service we inspected

Real Life Options Glasgow Service provides a 24 hour housing support and care at home service to adults with learning disabilities and physical disabilities, autism and mental health difficulties. The service is provided to service users living in their own homes. The organisation's vision is:

- A society in which disabilities are not a barrier to people taking control of their lives.

In their mission statement they say:

- We work to ensure people have equal rights as citizens, receive the support they need to maximise independence and social inclusion and the right to exercise choice in their own lives.

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or

orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of care and support - Grade 5 - Very Good

Quality of staffing - Grade 5 - Very Good

Quality of management and leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report following an unannounced inspection. One inspector visited the service on Thursday 3, Friday 4, Monday 7 and Wednesday 9 September 2015. We gave feedback to the area manager and a service manager on Tuesday 22 September 2015.

As part of the inspection, we took account of the completed annual return and self assessment we asked the service provider to complete and submit to us.

During our visit we communicated with:

- three service users
- two carers/family members
- five support workers and a senior support worker
- a training officer and a performance improvement partner
- the area manager and service managers.

We looked at:

- certificate of registration
- insurance certificate
- service user information
- medication records
- accidents and incidents records
- policies and procedures
- training information
- minutes of meetings
- staffing records
- health and safety information

- monitoring checks and audits
- questionnaires and feedback from surveys
- service newsletter and RLO's website.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The service submitted a self assessment to us on 15 April 2015. It contained a lot of detail and was completed to a suitable standard.

Taking the views of people using the care service into account

People who the service supported told us they were happy with the service. We got feedback through questionnaires and by speaking to three people individually. We also spent time in the company of other service users. One person we spoke to told us about a holiday they'd gone on with support from staff. They enjoyed their holiday and showed us photos. Another person said they liked the staff members. Some comments were:

- "Fantastic".
- "I really enjoy staying in house".
- "Very happy".

Taking carers' views into account

We got feedback from carers/family members through questionnaires we sent out and by speaking to some directly. The majority reported positively on the service. Staff were praised and we were told the service was good at meeting service users' needs. Some comments were:

- "Staff give (person) 110% of their attention".

- "My daughter... is happy".

One person mentioned staffing difficulties; a lack of consistent staff was not good for a service user. And another said a more systematic approach to arranging review meetings was required.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service."

Service Strengths

At this inspection, we found the service to be very good at ensuring service users and carers/family members participated in assessing and improving the care and support provided.

As a main way of giving their views, we saw service users and carers attended a review meeting for the support the service user received. At this meeting, the service would ask the person and their invited family member whether their support was meeting their needs. At these meetings a variety of topics could be discussed, including a person's health, their leisure interests, their staffing support and how they were finding the house they lived in. The purpose was to make sure the person was happy with everything and, if not, what changes could be made. When we talked to service users and their family members they confirmed that they were asked their views and that they felt listened to. This was important as the service having the person at the centre of decision making about their support is very important. People said they were happy with their support, it helped them to do the things they wanted to.

As well as review meetings, we saw the service had other ways of getting people's views and wishes. One example of this that we looked at was the

service's assessment for a person's communication needs. It detailed how the person communicated, what their likes and dislikes were and what was important to them. We saw how this would really help staff members get to know a person and make sure that the person's views and wishes were respected. We saw an example of this in a person's day-to-day support; we saw how a person's choice in deciding what clothes to wear was supported. The person was given options and depending on what they thought that day, they would choose certain clothes. Having clear guidance on how to support someone in this way meant the person got consistent support in this matter. It helped them having control over such matters. The person was respected and their wellbeing promoted. Examples of other documents we looked at in the service that were about making sure the person wishes and choices were known and respected were:

- one page profiles
- decision making profiles and
- essential lifestyles plans.

There were different meetings at Real Life Options Glasgow service which service users were involved in. We saw that where a service user would share their house with some other service users then there would be house meetings every so often. This was to decide on communal matters. If they all wished to eat together, then we saw menu planning could be discussed at such a meeting or if some decoration was needed to the kitchen then this would be discussed and a joint decision made. Service users always had the main say over their own bedrooms, so, for example, if they liked pink wallpaper this was done. The service was very good at respecting people's rights in this way. We saw that making such decisions made people happier; they told us with pride about choices they'd made. Service users attended meetings that discussed the overall service provision, not only their immediate care and support wishes. There was a service users' forum every three months and a meeting called the 'task and finish group' that met regularly, too. The forum had all its meeting dates set for the year ahead. The task and finish group had service users and staff members attending and it took decisions and provided ideas for how the service could make sure it was person centred in its support. We also saw that a couple of service users who were supported by Real Life Options Glasgow service were part of Real Life Options' 'Scottish Advisory Board'. This

meant they could contribute their perspective from having first hand experience of being supported by a service and offer advice to senior management at Real Life Options.

The service used questionnaires for getting feedback from service users and carers/family members. Questions asked about how good the service's support was and there was space on the questionnaire forms to put suggestions for improvements.

In the last couple of years, the service had introduced the role of 'Performance Improvement Partners' (PIP). We spoke to the person who was the PIP for this service and we saw examples of how service users were consulted with during the PIP's visit to assess a service. It was clear that the person who did this job understood the importance and value of getting service users' involvement in the PIP assessment.

Service users had involvement in recruitment and training matters, helping the service make good decisions and making the training more interesting with examples of support they've received from the service. The RLO newsletters had articles provided by service users. By involving service users in this way, the service promoted that service users were at the centre of the service provision. When we were in the service's main office we saw a lot of pictures and notices on the wall about the achievements of local service users.

On a day-to-day basis, we saw that service users were making decisions about their support, about the small and big things that mattered to them. They told us they could speak to their staff members easily and that the staff were friendly. Carers/family members also told us that they felt comfortable contacting the service and talking about care and support matters with staff members. We also saw that on a monthly basis, a service user could meet with their keyworker (main support worker) and go over how they were getting on.

Areas for improvement

We thought the service was doing really well, however, we did see that involvement from carers/family members could be more. The service had identified this, too, and we would encourage them to see how carers/family members could contribute. The opportunity to drop-in and meet with the

overall manager for the service was not being taken up by carers/family members and trying something different would be a good idea.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 5

"We respond to service users' care and support needs using person centered values."

Service Strengths

At this inspection, we found the service to be very good at using person centred values.

Firstly, the service provider's aims and objectives state person centred values, for instance:

- We are passionate about delivering high quality person centred thinking and support to people who have a disability.

When we read through different RLO documents we saw person centred values being mentioned a lot. When we read about support offered by RLO it said:

- Everyone is an individual and deserves individually tailored support.

It was very good to see person centred values being mentioned so much. It reinforces to everyone the importance of a person centred approach if you want to support someone well. It showed how the service wanted to make sure the people they supported's rights and wishes were respected.

The service was able to show how it provided person centred support in accordance with its aims and objectives. As mentioned before it used a number of person centred 'tools' (ways of assessing and planning someone's support) such as one page profiles, decision making profiles, communication

passport, essential lifestyles planning and person centred reviews, to help it to meet a service user's needs and wishes. We saw that using tools such as these helped the service know what a service user wanted, what was important to them and what their health and wellbeing needs were.

Service users we spoke to wanted to have an enjoyable, happy and interesting day and week. Some we spoke to wanted to have things to look forward to such as a holiday or know when they'd next be meeting a particular family member. We saw that the service was very good at knowing these things and would arrange someone's support accordingly. They found out about these kind of things, recorded them and made sure that staff members knew all this important information. When we spoke to staff members they could tell us what people they supported enjoyed doing. This meant when we spoke to service users they told us they were happy. We saw, for example, a person arriving home one afternoon and the staff members made sure that person's favourite TV channel was on so they could watch the programmes they liked.

Some service users we visited would have physical health conditions that impacted on their lives. They would, perhaps, have to take medication every day and have a lot of contact with NHS health professionals. We found that the service was very good at making sure it had all the appropriate knowledge and information to support that person as well as it could. Individual medication records were kept, guidance followed and for health appointments, for example, these were always planned for and service users were supported to attend. We saw the service took very seriously its responsibility to make sure people were supported with their health. We read some service user's hospital booklets (health passport). This document contained essential information about a person so if they were admitted to hospital then staff there could support and care for them better. When staff members needed additional training, for instance, if a service user had epilepsy, then the extra training happened. There were a number of examples of where staff got additional training to help support an individual service user. We noted that contact with other agencies providing health and social care was really good. The service communicated with nurses, GPs and speech and language therapists to make sure someone was getting the right individual support for their health needs. In developing its service improvement plans, the service had taken on board the advice

contained in the government's 'Keys to Life' Policy which promotes the best health outcomes for people with learning disabilities. The monitoring of continuous improvement through the performance assessment tool in the service included reference to the Keys to Life recommendations and guidance in each section of the tool. By updating its service assessment in this way showed how the service aimed for the best outcomes for individuals.

Staff members all received induction training when they first started. This was to make sure that they had good knowledge and understanding of service users' needs. Induction covered important social care values such as respecting choices and promoting rights. We saw, too, at RLO that all staff had done training in person centred approaches and would undertake refresher training in this. It was clear to us the service had made a commitment to developing and ensuring person centred approaches to supporting individuals.

Areas for improvement

We had a discussion with the manager about some improvement in medication recording practice. We found the staff members were not always following best practice for recording changes. An example of this was when a medication for a service user was stopped half way through a prescription cycle by the GP. We saw that the staff member would just write something like 'ceased' on the medication administering record (MAR) and put two lines through the remaining space for recording for that medication. We advised that they should state when (date), who's authorised (e.g. name of medical person with authority to do so) and the staff member putting this note on the MAR should sign against the note.

The manager agreed to review medication recording practices and make sure records are being completed in line with best practice.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of staffing in the service."

Service Strengths

The service was very good at ensuring service users and carers/family members participated in assessing and improving the staffing.

Information referred to in Quality Theme 1 - Statement 1, is of relevance here, too.

Some of the meetings service users attended provided opportunities for them to comment on staffing matters. We saw this in the service users forums, the Scottish advisory board and the task and finish group meetings. We saw examples where service users had completed an exercise on identifying what qualities make a good support worker. The service told us that the information gained from this influenced the person description/job profile for the support worker role.

There was service user involvement in recruitment, induction and some training events. When we were visiting the service, we saw preparation taking place for recruitment and there was a new group arrangement for service users meeting applicants and giving feedback on how they found the individuals. We discussed it with the manager and we could see how the service was introducing this as it was seen as a better way to get service user participation. We saw, too, that the service was using a 'matching' process for getting the right staff members to support a service user. The matching was based on staff members completing a one page profile on themselves: their likes, interests and personal qualities. It meant service users would be more likely to get support from someone who suited them. From speaking to service users, carers/family

members and looking at other information provided to us, service users were usually happy or very happy with the support staff. This was really positive as the relationship between a service user and their staff team is very important. Service users felt staff knew them, got along with them and they trusted them. This gave service users reassurance and confidence on a day-to-day basis.

Each year RLO would send out questionnaires to service users and carers / family members. In these there were some very good questions about how well staff members provided support. The questions showed the service really wanted to make sure all was okay and how they could improve. Feedback gained would inform a staff members' appraisal. People using the service, of course, should have a big say in what worked and what needed changed. We also saw how when the performance improvement partner assessed the service, they would always consult and get information from service users.

Areas for improvement

We had a general discussion with the manager about how the service gets participation on staffing matters. The service had done well to date but we also thought it could explore more ways for getting feedback into a staff member's appraisal and how a staff team can be matched around a person. Carers / family members input into recruitment could also be developed further.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

"We ensure that everyone working in the service has an ethos of respect towards service users and each other."

Service Strengths

At this inspection, we found the service to be very good at ensuring everyone working in the service were respectful of service users and each other.

Real Life Options clearly sets out person centred, respectful values at the centre of its support to individuals. When we observed staff members interacting with service users we saw that they talked in relaxed, friendly and respectful ways. We talked to staff members and asked them various questions about how they provided support. Some comments staff members made to us were:

- "Service users are put first".
- "It's their home".
- "We only go there when there's music as he loves music".
- "Person centred reviews (the service user makes the choices as to how this meeting takes place)".

When staff members were providing support to someone in their own home for 24 hours each day, we saw lots of examples of how the staff members were respectful of the person's home and not treating it like a workplace. We saw that staff members put their jackets away in the sleepover room, that the sleepover room did not look like a workplace office and that TV programmes or music that was on were the choices of the service user(s).

The service aimed to recruit the right people. We saw all the necessary checks were done and people's suitability to be support workers in social care was carefully assessed. They paid attention to how a person came across at interview; did they show enthusiasm and the right personal qualities. This showed how the service aimed to get people with respectful attitudes.

Induction, training and the service's policies and procedures for staff members were very clear on respectful values. Induction included social care values and all staff members were given information on the Scottish social services' council code of practice for employees. This code states staff are to promote choice and people's rights. During induction, staff members do one day on adult support and protection and their responsibility to make sure that individuals are not treated unfairly or abused. There was also thorough introductory training on person centred approaches. The training programme recognised the importance of staff members having a very good understanding of social care values. It showed that the service wanted to make sure staff members understand the importance of respecting service users. Policies in the service, such as the

participation policy and the whistle blowing policy also emphasised the expectations of the service. The service provided guidance for staff to follow and we saw that to maintain staff's knowledge there would be regular 'crib' topics on the service's policies. All these steps showed that the service was committed to making sure staff understood their responsibility towards respecting service users.

The service had systems in place to support staff members undertaking their support roles. An important one was regular supervision meetings. Supervision is usually a meeting between a staff member and their supervisor. It provides an opportunity to discuss service matters and how service users are being supported. It aims to assist a staff member and help them perform well. We spoke to staff members and got feedback from questionnaires we sent out. We were told at this service, supervision was good. Staff members appreciated the chance to talk to their senior and said the person who supervised them was supportive.

On a more general level, we saw that the service managers and area manager were seen as also demonstrating friendly, caring and respectful attitudes towards service users and were supportive towards staff. In the main, they were seen to communicate well, in an appropriate manner. Some staff members said they led by example. We saw how this helped to make sure that staff members supported people in respectful ways.

Areas for improvement

When we looked at training records for staff members, we found that some staff members were not fully up to date on all their essential training. We discussed with the management team the importance of making sure all staff are up to date. We saw this was being actively followed up by the service and said how the management team should make sure the training happened.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service."

Service Strengths

At this inspection, we found the service to be very good at ensuring service users and carers/family members participated in the management and leadership.

Comments made for Quality Theme 1 - Statement 1, are of relevance here, too.

We saw this, for example, through opportunities to give views in the review meetings, questionnaires sent out, task and finish group and the performance improvement partner's assessment visits to the service. In each of these ways service users or carers/family members could give views that would be taken account of by management in the service. We also saw that the management team in the service were known to service users and could be contacted easily. They were seen as approachable and people informed us that if they had something to discuss with the service manager or area manager then they would phone up and speak to them.

We noted the service's upward appraisal system, this meant service users would give their views on the managers' performance and this would help inform the areas of development and training the manager may undertake. It recognised that service users giving their perspective on how the manager came across was important; that the management in the service was there to be available to them and to organise how their support needs were met. We

saw that having service user representation on recruitment for management posts was seen as essential at RLO. The service also provided a regular drop in session for people to meet the area manager. These steps taken by the service were very good as it helped with making sure that those in senior management did not lose sight of the purpose of their role. We found they were not out of touch with service users and carers/family members' views on what mattered, managers were able to talk confidently about what had been going on for service users who RLO supported.

The service users' forum and attendance at the Scottish advisory board also provided input into management and leadership decisions at the service. When we visited RLO in Glasgow we were aware that the national manager for the RLO organisation would visit service users and get to know their views and how they found the support provided. Again we could see how this contact would help influence their ideas and thoughts on the service.

The service satisfaction questionnaire had questions on management and leadership in the service. We saw the responses in the questionnaires were examined to see what improvements could be made in the service.

Areas for improvement

We discussed with the area manager and the service manager the fact that not many people attended the regular drop in sessions for meeting the management. We thought the managers should think about other ways to engage service users and carers/family members. It's important that they can, in a relaxed environment, regularly hear first hand from people what their views on the service are. We talked about having general, relaxed conversations can often lead to good ideas and the service had been giving consideration to this.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

“To encourage good quality care, we promote leadership values throughout the workforce.”

Service Strengths

We found the service to be good at promoting leadership values throughout the workforce.

The training programme was well thought out and we thought it equipped staff members with very good knowledge and skills. We saw how this would help develop confidence in individual staff members and how the training on values would encourage them to advocate in support of service users' needs and wishes. This was leadership and when we talked to staff members they were clear about their responsibility towards service users. We also saw how support workers in the service were taking on the key working role for service users. Previously a senior support worker would usually do this. We thought that support workers were able to do this role and that it gave them more responsibility. In some houses we visited, we saw that the staff team were being given more autonomy to develop their own goals for how they could support service users. This, again, would develop staff members' leadership skills; taking decisions, working out the practicalities, organising, communication and taking a view on what was in the best interests of a service user.

In the day-to-day operation of the service's support, support workers and senior workers would undertake monitoring checks, making sure support was being done right. We saw this with medication and finance checks. We thought tasks like these helped people have a leadership perspective on the service. It gave all staff the responsibility to ask questions about are we doing this in the best way to support service users?

Staff members were able to be part of different groups in the service. One we looked at was the task and finish group. This looked for new ideas, asked members to put forward views and to work out how to improve aspects of the service's person centred support. Support workers and senior workers could attend. The senior support workers had a regular meeting together, they could share views and draw on each other's experience. We sat in on one and could

see how this meeting would help senior support workers to reflect on their leadership tasks and develop their abilities.

The service had provided leadership training for managers. This was very good as there is always new learning in this area even for experienced managers. The manager we spoke to was positive about this training.

When we read RLO's newsletter and one of its publications titled 'real life heroes' we saw articles and stories that promoted staff taking initiative and taking the lead in some particular ways. Stories were about staff in all different roles with the organisations and we thought they were encouraging to other staff to have the confidence to put forward and try their ideas for making a difference to service users.

Areas for improvement

There were some areas that the service could do better in and would help promote leadership. One was making sure supervision happened regularly for all staff members. A few staff did not have regular supervision. Supervision is an important element in helping staff develop their abilities and confidence and to be motivated in their support role. It helps make sure staff members' excellent efforts are recognised. The service was exploring options, different models, for how to provide supervision to staff members. We have made a recommendation for this **(see Recommendation 1)**.

We discussed team meetings with the managers. There were some practical challenges for the service in ensuring staff members got suitable opportunities to meet and discuss service matters together. The area manager said team meeting options were being thought about.

There were some comments from a few staff members that communication could be better from the management team. They felt they were hearing about service matters quite last minute at times. We could see how this could have a discouraging effect on staff members. The area manager told us that she had been aware of this issue and we saw what positive steps were being taken to improve it.

Grade

5 - Very Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. All staff members should have regular supervision.

Scottish Social Services Council, codes of practice for employers, 2.2.

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

1. All staff should have regular supervision.

This recommendation was made on 14 October 2014

The service had tried to address this, but we still found some staff members had not had regular supervision in the last year. The recommendation had not been met and we repeat this recommendation in Quality Theme 4 - Statement 3, in this report.

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings
24 Sep 2014	Unannounced	<div>Care and support</div> <div>5 - Very Good</div> <div>Environment</div> <div>Not Assessed</div> <div>Staffing</div> <div>5 - Very Good</div> <div>Management and Leadership</div> <div>5 - Very Good</div>
24 Sep 2013	Unannounced	<div>Care and support</div> <div>5 - Very Good</div> <div>Environment</div> <div>Not Assessed</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and Leadership</div> <div>4 - Good</div>
14 Jan 2013	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>Not Assessed</div> <div>Staffing</div> <div>5 - Very Good</div> <div>Management and Leadership</div> <div>4 - Good</div>

10 Aug 2010	Announced	<div>Care and support</div> <div>5 - Very Good</div> <div>Environment</div> <div>Not Assessed</div> <div>Staffing</div> <div>5 - Very Good</div> <div>Management and Leadership</div> <div>Not Assessed</div>
7 Jul 2009	Announced	<div>Care and support</div> <div>5 - Very Good</div> <div>Environment</div> <div>Not Assessed</div> <div>Staffing</div> <div>5 - Very Good</div> <div>Management and Leadership</div> <div>5 - Very Good</div>
12 Nov 2008	Announced	<div>Care and support</div> <div>5 - Very Good</div> <div>Environment</div> <div>Not Assessed</div> <div>Staffing</div> <div>6 - Excellent</div> <div>Management and Leadership</div> <div>5 - Very Good</div>

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