

Care service inspection report

Full inspection

Support for Ordinary Living Housing Support Service

58-60 Albert Street
Motherwell

Service provided by: Support For Ordinary Living

Service provider number: SP2004005745

Care service number: CS2004069150

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		N/A

What the service does well

Support for Ordinary Living (SOL) made sure that it provided very person centred support to the people it worked for. We found that people were supported by staff members who knew them well and that people had a big say in their support.

We saw that the service put a lot of thought and planning into the care and support it provided. Staff members were given training on a range of relevant social care topics and were encouraged to contribute their views on how the service can improve.

What the service could do better

Although the service aimed to have people supported by the same staff members, there had been some changes to staff teams for people and we saw this could be unsettling. The service were keen to minimise staff changes for people they worked for.

What the service has done since the last inspection

The service continued to introduce changes that they thought would improve the support people received. We saw, for example, new training in positive behaviour support and that group supervision was now happening regularly for staff members.

Conclusion

SOL provided support based around what people told them they wanted. It strove to achieve high standards and to continue to improve.

People were at the centre of the support provided. Their views, wishes and needs were fully considered. People SOL worked for said they were very happy with the service.

1 About the service we inspected

Support for Ordinary Living (SOL) provides housing support and care at home services to adults with learning disabilities in their own homes across the Lanarkshire area. Each service has a dedicated staff team providing a range of supports from a few hours to 24 hour support. Since the last inspection the service has separated its housing support service from its care at home service and each now requires a separate inspection. This inspection report is for the housing support service.

In their mission statement SOL say:

The Mission of SOL is to assist people in need of support to live the life they choose.

- We recognise that each person knows what they want and we will listen, learn and respond accordingly. We will design and redesign support consistent with what we hear the person say and with what we see the person do.
- In assisting each person achieve their dreams and aspirations we will challenge and seek to change the values, attitudes and approaches which prevent the individual from being an active and valued member of their community.
- We are committed to create opportunities for each person, which will enhance their personal learning and development.

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 - N/A

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. The inspection visit took place on Monday 20, Tuesday 21, Thursday 23, Friday 24 and Thursday 30 June 2016. We gave feedback to the registered manager and two members of service's senior management team on 30 June 2016.

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

We also received information back from Care Standards Questionnaires (CSQs) that people the service worked for, family members and staff completed and returned to us before our inspection visit.

In this inspection we gathered information from various sources including the following:

We spoke to:

- five people the service worked for
- two carers/family members
- five support staff members, one senior operations coordinator, two practice leaders
- three members of the management team.

We looked at:

- files on the people the service worked for
- assessment and support plan documents

- medication and finance information
- monitoring checks and audit information
- accident and incident recording
- the service's registration certificate
- minutes from service meetings
- staff training and supervision records
- recruitment and induction information
- policy and procedures documents
- management reports
- SOL Connect information
- newsletter and 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 Care Inspectorate received a fully completed self assessment from the provider.

The service provider identified what it thought the service did well and gave examples of improvements. The self assessment clearly identified some areas that the service provider believed can be improved and had made plans for these areas.

Taking the views of people using the care service into account

We spoke to a number of people the service worked for. We also sent out questionnaires to people asking about the service and we looked at the feedback in the ones returned to us. The overall picture was very positive. People said they were happy with the service. Some comments were:

- 'Team of staff now brilliant'.
- 'Happy with everything'.
- 'I'm the boss'.
- 'Yes, (I've) made very important choices...no difficulties speaking up'.

Taking carers' views into account

Carers/family members again mostly reported very positively on the service. There were some very complimentary reports on the staff members. A

couple of carers/family members said communication with the management (practice leaders) could be better on occasion and that some staff members had left and this had been unsettling. Some comments were:

- 'They do a wonderful job'.
- '...give (name) the best service possible'.
- 'Very happy...staff/managers very helpful and professional'.
- 'Staff are all fine but staff retention is really important'.

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 2

"We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential."

Service Strengths

At this inspection, we found the service to be excellent at supporting people to make choices and achieve their potential.

As a service SOL very clearly expressed their aims to help people make choices, have control over their life and achieve the things they wanted to. We saw this in statements about their aims such as:

- to help 'people get where they want to be'
- to 'work in partnership' and
- 'we see the ability and potential in everyone'.

Throughout all the SOL information we looked at, for example, guidance for staff members, newsletters and its website, these kinds of values were repeatedly stated.

When we visited the service we saw lots of evidence of these values and aims being promoted. In the service's main office and training base there were posters on the walls and leaflets that talked about these values and aims. When we spoke to staff members they were very able to give examples of how the service had supported people in very person centred ways and assisted them to achieve goals. People had gained jobs, gone to college, had enjoyable volunteering roles and gone on holidays they wanted. People told us about

important events in their lives and how they celebrated them. They were pleased and happy about successes in their lives.

People had their own staff team. Their staff members were individuals who were seen to be a good match for them and we saw that very positive, supportive relationships had developed between people and their staff members. This meant that people were supported by staff members who knew them well.

When we read through people's outcome based support plans we saw that they were very detailed and very much based on what was important to them. Often people were able to say very clearly what was important to them but we also saw that when people were less able to say it was still very evident that the person's staff members had got to know them and what mattered to them. The 'my outcome based support plan' asked for example:

- 'How I will stay in control' and
- 'What I want to change and achieve'.

We saw this was very meaningfully completed and people confirmed to us that their wishes for themselves were known.

SOL thought through the support they were providing to people very carefully. They knew, for instance, that for staff members to be able to help people 'explore and achieve their wishes and dreams' that they had to have a really good understanding of person centred approaches in social care. So we saw training in person centred approaches had happened and that in their regular supervision meetings a staff member was always asked to show how they were 'supporting individuals to meet their outcomes'. Supervision and training developed the staff member's abilities to be really enabling and outcome focussed when supporting a person.

We saw that SOL took a positive approach to risks that people could face in their lives. They planned carefully around risk factors so that people could do as much as they could. They understood that everyone had risk in their lives but there was a balance.

Part of SOL's service was SOL Connect. This was assistive technology and there were lots of ways people used it to have more choice and control in their life. One simple example was someone telling us how they had they could be on their own in their home, their house to themselves without needing their staff member there. This made a big difference to them.

Areas for improvement

SOL undertook all its activities in a very reflective way. The management and leadership were very knowledgeable about person centred and enabling approaches in social care and promoted these. The service should continue to develop its person centred and enabling support.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 3

"We ensure that service users' health and wellbeing needs are met."

Service Strengths

At this inspection, we found the service was very good at meeting people's health and wellbeing needs.

The service had a very sensitive and responsible approach to getting to know a person they worked for. They made sure they asked questions that let them know what was important to a person. Each person had a support plan which was titled 'My outcome based support plan'. It had different sections that aimed to give a full picture of a person. So, for instance, the following areas were asked about:

- 'About me' - a general picture and background for a person
- 'What's important to me'
- 'What's important for me'

- 'If everything was going really well in my life...(it would be like this)' and
- 'What I want to change and achieve...'

We saw that the support a person had and the activities they did matched their goals and wishes. We saw one person where it was really important to him to have only a few staff members in his team and this was achieved. We saw he then became more relaxed and confident once this was being done.

The service made sure that people's support was reviewed regularly and that each person's opinions and wishes for their support were fully taken on board. We saw, for instance, that one person liked banter with their staff members and that they got suitable staff members for this. We were told how having the right staff members improved their general mental wellbeing.

We looked at some guidance for staff members when supporting a person titled 'how best to support (name)'. For the different people's support files we looked at we found this guidance to be very clear, positive, helpful and non judgemental. It was written in a way that was very respectful to the person the service worked for. It gave very practical advice to a person's staff members, for example, specific, positive phrases to say. It aided people getting consistent, understandable support. One example of the guidance we saw for one person was staff members being advised 'don't get annoyed if I make a bad decision...'. This showed how the service wanted to be sensitive to a person's needs.

There were very good plans made around risk. Safety planning was explained in sensible, easy steps for staff members to follow. Other agencies and professionals, such as occupational therapists and learning disability nurses, were consulted with when necessary to make sure people were supported really well. Where an activity involved risk to a person it was asked 'what opportunities would be lost if the person didn't do it' and this was to help the person balance the risk against the benefits of doing something. Such an approach aided a person having a full and enjoyable life.

There was very good support provided around people's physical and mental health when needed. People were supported to keep up with their routine

health checks and where more specialist advice or appointments were necessary then we saw this was planned for and happened.

SOL, through SOL Connect, was very advanced in its use of assistive technology in social care. Such technology was used by many people who SOL worked for. People told us that the assistive technology they used enabled them to do more for themselves, have more choices and be more independent. The service was able to set up the SOL Connect technology in very flexible ways, designed around each person's wishes and needs.

We examined a number of activities the service undertook to monitor quality, ensure correct procedures were followed and that people's support was suitable and helping them achieve their outcomes. We found, for instance, that any time people were supported with their medication or finances for instance, then the staff members were very clear about their responsibilities and that appropriate records were kept. We attended a meeting called a tripod meeting which gave practice leaders a chance to go over the support provided and to plan and organise so that people's support ran smoothly. The service also had a number of others ways to audit service quality and get feedback on its provision.

We found that the service were always keen to identify when the support was not happening as well as it could and addressing the issue. We saw this recently when there had been issues around communication between families and the practice leaders. The service figured what could be done to improve this.

Areas for improvement

We found that on occasion some people had more staff members supporting them than they'd usually have and they found this unsettling. This effected them because they did not feel some staff members knew them so well. We discussed this with the management team who said they were aware this had happened and they were committed to and taking steps to minimise any changes in staff members for people.

We discussed with the management the requirement to notify the Care Inspectorate of certain events. Generally, we found the service to be very good at this but there are some accidents, for instance, which we had not been

notified of. We discussed the guidance on notifications that is available on the Care Inspectorate website.

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 3

"We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice."

Service Strengths

At this inspection, we found the service had a very professional, trained and motivated workforce.

SOL put a lot of effort into getting recruitment right. We looked at SOL's recruitment information and saw that appropriate checks were carried out on applicants. These checks helped to ensure new staff members were trustworthy. There were a number of steps in the recruitment process and some parts focussed on qualities of the applicant that would show how well they understood respecting an individual's choices and rights. We found it wanted to make sure it got the right staff members for people. To aid them in this, people the service worked for or family members were also often involved in the recruitment of new staff members. We were told how people's involvement in recruitment provided very useful insight into an applicant's suitability.

The service's induction for new staff members was titled 'What matters most' and in the information for this we saw that there was a strong emphasis on social care values and person centred approaches to supporting individuals.

All new staff members had a probationary period. At the end of this period their practice would be assessed and again people's views would be sought. How well did they provide support was asked about, what was their attitude like and the insight that people the service worked for could give would be part of deciding the staff member's suitability and what further training and learning needs they had.

Staff members' practice was also supported through supervision and observation of practice. We saw examples of where learning needs had been identified through an observed practice and staff members then undertaking training.

The training in the service was robust. There was full consideration of what training was required for staff members to enable them to provide the quality of support SOL aimed for and people wanted, to achieve their wishes and aims in life. There was regular, on going training and when we spoke to staff members they were able to explain to us how training benefited them and the people they worked for. This year had seen an emphasis on positive behaviour support and a manager in the service told us how this training need had been identified and expert input had been sourced. The service continued to provide a lot of training and learning opportunities for staff on person centred support in social care. It was very clear to us that SOL recognised the importance of staff training and have a staff team who are kept up to date with current best practice.

Staff members spoke positively about team meetings and group supervision. When we looked at minutes we saw they contributed their ideas and thoughts about the service's support to individuals. We also saw other ways that the service got feedback from staff members about how well they felt supported at work. This showed the management at SOL were keen to be seen as open and listening to staff members. Where staff members had been unsettled we saw that the service took steps to address this.

Areas for improvement

We got feedback from staff members through questionnaires and by speaking to some staff members. Some staff members reported that on occasion communication within the service, say with practice leaders, was not always happening as well as it could. We saw this could potentially have an impact on the support. Whilst we were aware the senior management team had an understanding of this matter and were addressing it, we thought it should be closely monitored.

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 that everyone who worked for SOL had an ethos of respect toward people who they worked for and each other.

We read a lot of information produced by SOL. The language used by SOL was respectful and clearly expressed positive values and attitudes towards the people the service worked for.

The service had a number of policies that, along with their very clear person centred approach, clearly emphasised respect for people. We saw, for example, this in the service's 'charter for respect' and 'whistleblowing policy'. It was explained very clearly what the values of SOL were.

SOL had decided in the last year to further improve their induction for new staff members. An even greater focus was put on values and more learning exercises were done with new staff members to make sure they fully grasped the importance of respect and rights in social care. We saw that the Scottish Social Services Council code of conduct for employees in social care were discussed as was the social model of disability. There was exploration, too, of 'what does a good support worker look like...'. We could see that the service was making a lot of effort to make sure new staff members realised that respect was a core value in social care.

The support planning documentation incorporated asking questions about how well the support planned meets a person's wishes and goals in life. We saw how this would help staff members more naturally consider the person's

priorities and base the support around these. This was another way the service promoted respect.

We saw that people the service worked for often had important other roles within SOL. Some, for instance, were involved in the delivery of training to staff members and others had a role of 'quality checkers'. Whilst these roles helped the service deliver quality support they also promoted respect towards people the service worked for. They were valued roles in the service.

The service had a newsletter 'SOL singer' and a bulletin for staff members called UPD8. These along with the service's website always included very positive stories and information about the people SOL worked for. There was always a very consistent message that the purpose of the service was to assist people in achieving their goals and dreams.

We saw that within team meetings and supervision people's rights were promoted and were asked about. The probationary review form for new staff members demonstrated the focus on respect very well. The forms asks the staff member how they've been an ambassador for SOL's values and, for instance, to give examples of:

- 'Treating each person as an individual'.
- 'Promoting the independence of the people we support'.
- 'Ability to work as part of a team'.

People the service worked for and family members reported positively on staff members. There were no concerns regarding the support staff members' attitude. People found them respectful. When we were visiting we spent time with staff members and observed their support of individuals. They came across as very motivated and they often reported to us how much they enjoyed their support work. We saw that staff members as well as being very caring, understood their enabling and facilitating role.

Areas for improvement

One area that we found that could be improved was making sure people had a consistent staff team. This was particularly important for some people as changes in staff members were very unsettling to them. The management at

SOL understood this fully. It was acknowledged that there had been some more staff members leaving than usual and that this was not ideal. The service were taking steps to try and minimise this.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Quality theme not assessed

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

There are no outstanding recommendations.

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	
21 Aug 2015	Unannounced	Care and support	6 - Excellent
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
29 Aug 2014	Unannounced	Care and support	6 - Excellent
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
7 Sep 2013	Announced (Short Notice)	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
13 Jul 2012	Unannounced	Care and support	3 - Adequate
		Environment	Not Assessed
		Staffing	4 - Good
		Management and Leadership	3 - Adequate
14 Oct 2011	Unannounced	Care and support	3 - Adequate
		Environment	Not Assessed
		Staffing	4 - Good
		Management and Leadership	3 - Adequate
9 Feb 2011	Announced	Care and support	3 - Adequate
		Environment	Not Assessed
		Staffing	3 - Adequate
		Management and Leadership	Not Assessed

1 Dec 2009	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good Not Assessed
20 Nov 2008	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good 4 - Good

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