

Inspire Moray Housing Support Service Housing Support Service

5A Thunderton Place
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Telephone: 01343 552097

Type of inspection: Unannounced
Inspection completed on: 16 February 2017

Service provided by:
Inspire (Partnership Through Life) Ltd

Service provider number:
SP2003000031

Care service number:
CS2004073056

About the service

Inspire Moray is a service operated under a provider called Inspire Partnership Through Life. Inspire Moray is registered with the Care Inspectorate as a housing support and care at home service for adults with learning disabilities. Inspire Moray currently provides support to five adults in two different locations, one of which is in Elgin and the other one is located within the Moray area. The service provides 24 hour support to people they support.

The service has an office base in the town centre which is accessible to the supported people, their family and staff.

Inspire has a mission statement which says:

'To be a leading charity in the field of learning disabilities and other support needs, developing a range of competitive services to facilitate an inclusive and integrated community through involvement of people we support and employees, enabling empowerment of individuals and encouraging potential to build independent lives'.

This service registered with the Care Inspectorate on 1 April 2011.

What people told us

During the inspection process we gained people's views about the service in a number of different ways. Prior to the start of the inspection we asked the manager to distribute some questionnaires. The manager handed out the following:

- six care standards questionnaires for service users and we received one back,
- ten staff questionnaires and we received seven back.

During the inspection we met with everyone who was being supported by the service and we spoke with a family member.

Things people told us were:

- 'Everything is just as good as last year'
- 'XXX is in the right place'
- 'sometimes things happen in the house I don't like'
- 'All staff are great and work well'
- 'Staff are best'.

Self assessment

The Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider had completed this and with the relevant information included for each of the headings that we grade services under.

The provider identified what the service thought they did well, some areas for improvement and any changes they had planned.

From this inspection we graded this service as:

Quality of care and support	4 – Good
Quality of staffing	5 – Very Good
Quality of management and leadership	not assessed

What the service does well

The service was supporting people with a good standard of care and support.

People who were supported by the service were being offered various opportunities to discuss their support or to share their views. For example, each month people met with their keyworkers to discuss their care and support and the service was using visual questionnaires where appropriate to gather people's views. People were also being involved in their formal six monthly reviews which allowed them to share their views, or things they wanted to achieve.

People's support documentation was detailed and was being reviewed regularly, which meant documentation was kept up to date and matched the support that was needed. Staff were generally good at supporting people to keep well, keeping records up to date of health appointments and outcomes from those appointments. A person we spoke with told us about their plans to move into their own flat. They told us their plans had required to change last year due to a change in their needs. Staff had been supporting them through the change to make sure housing they were applying for met their needs.

Staff were good at supporting people to keep in touch with friends and family. For example, staff supported individuals to meet up with their friends, attending clubs or groups, or were supporting people to keep in touch with individuals they had once lived with.

Staff members were being offered opportunities to meet with their colleagues to share their views by attending team meetings. The manager met with staff regularly to carry out their formal supervision session and staff had their annual performance reviews, which were clear and easy to follow. Staff received training and there was a plan in place to ensure core training was kept up to date.

There were audit processes in place which reviewed a number of areas within the service and actions were being taken to improve the service. Audit processes locally and organisationally had involved service users, their families and staff to gather views which informed aspects of audits. People had been involved in recruiting their staff within the service and one person was waiting on training so they could take part in the future.

What the service could do better

The staff at the service had reported a number of medication errors locally within the last year and it appeared there had been a delay in actions being taken to minimise further medication errors. There had been changes within the management, but the current manager outlined to us what they had recently put in place to try and minimise medication errors and the steps identified to us seemed to be comprehensive. This had included an increased focus on medication errors with the introduction of reviewed local procedures and staff had their competency to administer checked.

The service was supporting people who had experienced some changes in their support or care needs and staff were working hard to keep support documentation up to date. There had been a delay and confusion in accessing inputs from key health professionals, which had been outwith the control of the manager. Staff told us they felt they needed some more training, for example around mental health. The manager showed us the plans that were in place to access appropriate support for individuals and the appropriate training for staff. These actions would mean individuals were being supported more consistently and staff would feel confident in their knowledge, thus increasing the likeliness of improved outcomes for people the service was supporting.

People's reviews were happening regularly and their outcomes were being discussed at reviews. Review tracking could improve to ensure reviews were not missed in the future. Staff at the service should also develop how they record agreed outcomes on people's key identified outcomes document following a review, as this would strengthen the link between reviews and outcomes, developing a regular focus on outcomes.

There was some confusion within the different recordings sections of people's support documentation, which meant information was sometimes recorded in the wrong place. The manager had identified the need for staff training around support documentation which had been requested internally through the organisation's support advisors.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
7 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
13 Mar 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
25 Mar 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
18 Feb 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
25 Jan 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
24 Jan 2011	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
10 Feb 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
19 Feb 2009	Announced (short notice)	Care and support Environment Staffing	4 - Good Not assessed 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good

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