

Orkney Housing Support Housing Support Service

c/o Scottish Autism
Hilton House
Alloa Business Park
Whins Road
Alloa
FK10 3SA

Telephone: 01259 720051

Type of inspection: Announced (short notice)
Inspection completed on: 10 February 2017

Service provided by:
Scottish Autism

Service provider number:
SP2003000275

Care service number:
CS2012312295

About the service

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

This service registered with the Care Inspectorate on 1 February 2013.

Scottish Autism is the largest provider of autism-specific services in Scotland and a leading authority and advocate for good autism practice. It aims to "help those diagnosed with autism to lead full and enriched lives and become valuable members of the community they live in."

Orkney Housing Support provides a combined care at home and housing support service. It is operated by Scottish Autism, whose headquarters are based in Alloa.

The service's mission statement details its vision to ensure "people with autism can lead meaningful and fulfilling lives and be recognised as valuable members of the community."

Among its core values are commitments to ensure a person-centred approach, the upholding of human rights and the promotion of positive and inclusive lifestyles.

What people told us

We visited two service users in their own homes with support from their personal assistants. We noted the good, positive progress being made to deliver person-centred support to ensure improving outcomes for people who use the service. Both service users enjoy dedicated teams of carers who know them well and who know how to fulfil their daily lifestyle choices and preferences.

We issued six Care Standards Questionnaires (CQs) to relatives and four were returned to us. All indicated that, overall, they were happy with the quality of the care and support provided by the service. The following comments were offered:

"Everyone who works with my son spend extra time and effort to make sure his day to day runs smoothly. Cannot praise them enough for all the hard work they do. Both my son and I appreciate it."

"The carers always turn up on time. They understand and support my son, in fact they are truly amazing people who give one to one support. They don't just support my son they are there to listen and to offer support to all members in the family. They are very good and I wouldn't want to change anything."

100% of respondents indicated that staff treated them with respect. 100% of respondents indicated that they felt staff had the necessary skills to support their family member.

We also attended a parents forum during the inspection. This afforded an excellent opportunity to meet with family members and hear, first hand, their experiences of the service provision. Those attending spoke very positively and appreciatively about their experiences of the service and the staff, who they held in high regard.

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 document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

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

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

We found that the standard of care and support was very good. The very good grade applies to performance characterised by major strengths.

The service delivers very good person-centred care and support. We noted a high standard of support planning within service users' personal plans.

The service is flexible and responsive. Staff are good at dealing with difficult situations and work closely with families.

Orkney Housing Support endeavours to provide a bespoke service tailored to the needs of each service user. It is good at matching staffing with service users to ensure they are compatible in supporting the individual choices and personal preferences of people who use the service.

Staff have a strong ethos of respect and strive to deliver a bespoke service that reflects the individuality of each service user. This ensure that the needs, personal choices and personal preferences are known to them and ways these can best be delivered are put in place.

The service continues to promote more inclusive lifestyles for people who use the service. This has ensured a growing community awareness of the needs of people with autism spectrum disorders.

We carried out two home visits and noted the positive progress being made to support each service user.

We also attended a parents forum during the inspection. This afforded an excellent opportunity to meet with family members and hear, first hand, about their experiences of the service provision. Those attending spoke very positively and appreciatively about the service and the staff, who they held in high regard.

Health passports, which detail service users healthcare history and personal support needs and could usefully inform healthcare staff in the event of a hospital admission, should be further developed to provide more detailed profiles.

Where medication is administered on an 'as and when' required basis the service must ensure that appropriate written protocols have been authorised by the prescribing GP.

The service should continue to review its personal planning arrangements and ensure that goal setting strives to provide specific detail and clear work instructions for members of support staff.

Taking all of the above into account we concluded the service was performing to a very good standard.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

We found that the quality of the staffing was very good. The very good grade applies to performance characterised by major strengths.

We spoke with six members of staff and found that, overall, they were a loyal and motivated staff group. There was a strong ethos of respect for service users within the workforce. Staff strove to deliver person-centred care which reflected the individual needs of each service user.

Four members of staff contributed to our Care Standards Questionnaires (CSQs) and all agreed that the service provided good care and support to the people who use it. They also reported that they had regular supervision opportunities and that they were confident they had the skills to support service users.

We attended an evening parent's forum and noted the close working relationships between the families and the managers of the service. Families attending reported that staff are not fazed in dealing with difficult or unexpected situations, which they found reassuring. They reflected on a flexible and responsive workforce that was good at communicating and supporting them.

We looked at staff training records and noted the provider's commitment to ensuring staff were trained to an appropriate level. This included the ongoing delivery of SVQ Level 3 supports.

The service's action plan and local area plan for Orkney demonstrated the provider's commitment to staff development. Clear objectives had been set and timescales identified for these to be achieved. Part of this included the delivery of the organisation's 'vision, values and philosophy' as well as its target to ensure 100% of staff are suitably qualified and meet the necessary registration criteria with the Scottish Social Services Council (SSSC).

Scottish Autism has initiated a competency framework which included on-site direct observation of staff practice with service users. The framework also included performance review arrangements. The provider was committed to fully embedding this framework and we saw some effective examples of its use.

An examination of the personal support plans provided a range of useful examples that demonstrated how the staff within the service were working closely with allied professionals to ensure appropriate supports for their service users.

The provider should promote greater awareness within its workforce of the government's Scottish Strategy for Autism and its Keys to Life learning disability strategy.

The service, as part of the continuous professional development of its workforce, should further promote the role of champions across the service to lead specific aspects of care practice.

The provider should fully embed its staff competency framework.

Taking all of the above into account we concluded the quality of the staffing was very good.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

This quality theme was not assessed.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
11 Dec 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
4 Nov 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
27 Feb 2014	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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