

Westlands Housing Support Service

44 Strathern Road
Broughty Ferry
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Telephone: 01382 525148

Type of inspection: Unannounced
Inspection completed on: 12 April 2017

Service provided by:
Balfield Properties T/A Westlands

Service provider number:
SP2008009991

Care service number:
CS2008182915

About the service

Westlands is registered as a combined Care at Home and Housing Support Service. The service is provided by Balfield Properties trading as Westlands, a private organisation. The service provides accommodation and support to adults who have support needs because of a learning disability.

The stated aim of the service is: "to provide a safe, comfortable and happy environment for all service users, and to assist with improving social and domestic skills and abilities."

The service has recently acquired another house for use by service users for a more independent living experience. This property is still in development by the service.

What people told us

A focus group of eight service users was spoken with by the inspector on the day of inspection. Here are some of the things they said:-

- I really love living here I have lots of friends.
- The staff are really friendly and I can talk with them about anything.
- I have a new bedroom and it's getting decorated.
- I'm going on holiday with my friend.
- The food is good here - I can eat what I like though the staff encourage us to eat healthily.
- We can have our say at house meetings.
- Yes I know what's in my support plan.
- I do some volunteering at a charity shop.
- I have a job in town.
- This is my home and I love it.
- Excellent!

Two relatives and two care managers were spoken with in relation to this inspection. Their views were very positive. Here are some examples of what they said:-

Relatives:-

- We always feel welcome when we visit Westlands.
- They always talk to us if there are any concerns - we are kept up-to-date.
- The service is not afraid to go the extra mile for people.
- They are very aware of each individual's needs.
- My brother couldn't be cared for better.
- They give people a good life.
- Excellent!
- A friendly community.
- They respect people's freedom to come and go even if there is an element of risk.
- Ten out of ten.

Care Managers:-

- They create a very good environment for service users.
- They have an active life some have jobs, some volunteer, some go for long walks.
- They are good at communicating with my service and good at acting on advice.
- They work at a very professional level.
- My service users placed there are very happy.
- They get alongside people and support them.
- They work well with other health professionals.
- They promote independence really well.
- My service user has got herself a job and they are supporting her with this.

Self assessment

Completed.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

The service had an excellent level of care provision and management. Here are some examples of the strengths:-

- Support plans that were inspected were very detailed and reflected the needs of the people the service was working with. They included areas such as personal care, continence, eating, communication and risks. This meant that all workers knew exactly what support a person needed. Plans were accompanied with relevant personal goals (outcomes) identified by the service user. Examples of goals included to get a job and to go on holiday.
- Plans were thoroughly reviewed with a review monitoring tool and a lot of preparation for review meetings in order to reflect accurately the progress and issues relevant to each service user's life. Relatives confirmed their attendance and service users also confirmed they were involved in the process.
- The environment at Westlands was very welcoming. On the day of inspection a service user answered the door, invited the inspector in (knowing who he was) and offered him a drink. Residents were happy to chat and were very supportive to each other. There was a lot of smiling and laughter. It was breakfast time and people were coming and going as they pleased to have something to eat - it was all very relaxed. People were happy to talk and understood the role of the inspector.

- The service worked well with external health professionals and included use of specialised clinic to monitor the health needs of people with Downs Syndrome. Close working with learning disability nurses to encourage tenants, who were reluctant, to participate in health monitoring, was being used in an innovative way. There was evidence of the use of the following services being utilised in people's care packages:- health screening clinic visits, specialist health team for, psychiatry services, dentists, physiotherapy and opticians. Where residents needed to be accompanied to appointments, this was done in a professional and well organised manner.
- The service respected people's wishes to live a full life. There was evidence of the service advocating on behalf of a service user with failing faculties to allow them to do things they enjoyed for as long as possible. This involved innovative use of technology and discussion with the wider multi-disciplinary team involved: an excellent piece of work.
- There was good evidence of people engaging with their local community via jobs, shopping trips, walks, walking groups, holidays, volunteering and use of services for people with a learning disability.
- The management of the service was thorough and aimed at promoting fulfilled and independent lives for people. Staff were well-trained and supported to do their jobs. Quality assurance such as supervision and observation of practice ensured staff were working professionally.
- Support plans were audited and kept up-to-date. The service had an external quality assurance check done; Healthy Organisations which gave the service an award for its office quality systems.
- The service had a three-year service plan which included: development of communication, recruitment, quality and leadership values. Managers were attending external forums to keep up-to-date with developments in the wider field of learning disability and housing.

The inspector was very impressed with the continuing high standard of environment and care that residents received. The service was promoting a culture where the needs and happiness of service users was top of the agenda. This in why a grade of sixes has been awarded this time.

What the service could do better

Some discussion took place in relation to the development of the outcomes measuring tool and a way forward was agreed with the service.

The inspector felt that the service needed specific protocols to be written for specific emergency situations in order to ensure a consistent staff response. For example if a service user who goes for long walks fails to return and is deemed missing, what is the protocol to follow or if there was a service user who had seizures what is the protocol. See Recommendation 1.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service needs specific protocols to be written for specific emergency situations in order to ensure a consistent staff response.

See NCS 4 Care at Home – Management and Staffing. You experience good quality care at home. This is provided by management and the care staff who have the skills and competence to carry out the tasks you require. The service operates in line with all applicable legal requirements and best-practice guidelines.

1. You can be assured that the provider has policies and procedures which cover all legal requirements, including:

- staffing and training;
- administration of medication;
- managing risk;
- proper record-keeping, including recording incidents and complaints;
- personal interviews; and
- health and safety.

2. You are confident that staff know how to put these policies and procedures into practice. They have regular training to review these and to learn about new guidance.

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	
5 Apr 2016	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
7 May 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
18 Apr 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
16 Aug 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
11 Mar 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 5 - Very good
22 Jun 2011	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 3 - Adequate
20 Apr 2011	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 3 - Adequate 3 - Adequate

Date	Type	Gradings	
3 Nov 2010	Announced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
23 Feb 2010	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	2 - Weak

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