

## Enable Homes (Leading the Way) - Cumbernauld Support Service

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Eurocentral  
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Telephone: 0141 226 4541

Type of inspection: Announced (short notice)  
Inspection completed on: 16 March 2017

**Service provided by:**  
Enable Scotland (Leading the Way)

**Service provider number:**  
SP2003002584

**Care service number:**  
CS2006125954

## About the service

Enable Homes (Leading the Way) Cumbernauld provides a care at home and housing support service for adults with a learning disability living in their own tenancies across Cumbernauld. The office base is situated at Inspire House, Eurocentral, near Motherwell. The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. There were 32 people using the service at the time of the inspection.

The organisation believes that "all people who have a learning disability should have the choice and control to live their lives as they choose."

## What people told us

We spoke with five people who used the service, this included visiting four people in their own home. We spoke with three relatives by telephone. We sent out 20 care standard questionnaires and four people responded. Overall, people were very happy with the service. People using the service said that the service was 'OK' 'not bad'. We observed that people using the service were relaxed and comfortable around staff. Relatives we spoke to thought the service was 'excellent' and 'very good'. People were very happy with the staff. One person commented that staff were 'very nice and very helpful.' Staff would call relatives and keep them informed.

## Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider.

The self assessment was very detailed. The provider highlighted the very positive strengths of the service and the areas that were being developed. It would be good to see more examples of positive outcomes described.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

The service was excellent at promoting person centred care. We saw excellent practice of staff encouraging and empowering people to make choices about the things they liked to do. For example; staff were supporting a person to organise a special birthday, they supported the person to make choices about what they wanted to do and to achieve their goals and aspirations. Staff were very good at supporting people to find different activities that interested them. People were very much encouraged to develop friendships and relationships, and to keep in touch with their family. We saw an excellent example of a person's relatives coming to their home to celebrate Christmas. Staff support enabled this to happen. The excellent examples of person centred care promoted positive outcomes for people.

We found that the manager and staff were very knowledgeable about the people using the service and were excellent at reviewing support hours to ensure people had the right level of support, for example; staff discussed how they had reduced staff input with one person as they recognised the person's needs had changed. Support hours were used flexibly to enable people to get as much support as they required. There was very good use made of technology to support people to live more independently.

The level of detail within the support files was commendable. It demonstrated to us that the needs of the individual were at the centre of the care and support being delivered. One professional we spoke with thought the service was excellent as it continued to review and meet individual's needs in sometimes difficult circumstances.

A real strength of the service was the consistency with staff teams which meant people using the service knew staff really well and very good relationships were established. People were very much involved in their support for example, people had a say about the staff who worked with them. This promoted people's rights to choice.

We saw that staff had excellent values of respect. Staff were seen to be kind and caring, and excellent at promoting choice and independence for people.

The service had excellent communication systems in place to ensure staff were kept informed. For example; regular and detailed team meetings occurred about the individual person receiving support, and the person was included in the meeting. Staff were encouraged to discuss any issues, and we saw that issues were dealt with promptly by the team facilitators. This meant that staff were kept up to date with any changes.

There were excellent opportunities for staff training which covered a wide range of topics. Staff felt supported in their work. A new computer system was in place to assist with better management and tracking of staff activity such as; supervision and training. We saw improvement to the supervision sessions that staff received. These were now more frequent. Staff were extremely motivated and enthusiastic about their work. The majority of staff had worked with Enable for a number of years. This meant there was a stable core staff group to support people using the service.

Overall, an exemplary service that puts people at the heart of what they do.

## What the service could do better

Reviews about people's support took place regularly and we saw relatives were very much involved. Occasionally the reviews were not signed by the person using the service or their relative. Staff should ensure that this happens.

The service could look to develop support files that meet the communication needs of people using the service. For example; use of photographs, symbols, or pictorial design.

We felt that the adult support and protection, and whistleblowing policy and procedures should be discussed with staff to keep staff's knowledge up to date. This could be through team meetings and supervision.

The service should look at staff competency and how this is assessed. Direct observation of staff could be used to assess practice. These could be linked to supervision and staff appraisal.

The service should look at how it can develop staff's leadership skills for example; by staff taking part in the Scottish Social Services Council's 'Step into leadership' programme and staff acting as champions, for example; in autism and dementia.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
18 Nov 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good
21 Mar 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good
2 Dec 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
9 Aug 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
8 Dec 2009	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good

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