

Barony Housing Support Service - Edinburgh Housing Support Service

101 High Riggs
Tollcross
Edinburgh
EH3 9RP

Telephone: 0845 140 7777

Type of inspection: Announced (short notice)
Inspection completed on: 9 March 2017

Service provided by:
Barony Housing Association Limited

Service provider number:
SP2003002629

Care service number:
CS2010279475

About the service

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Barony Care at Home Service Edinburgh and Barony Housing Support Service Edinburgh (referred to in the report as "the service") is managed by Barony Housing Association Limited (referred to in the report as "the provider" or "Association").

Although the housing support service and the care at home service are separately registered, they operate as a combined service with the staff teams reporting to the same manager.

The service is provided by a manager and four staff teams based in Edinburgh. The three Upper Gray Street services are supported by a team of staff who work across the three properties. The Mardale/Lauriston services are supported by another team of staff working across both services and the Ardmillan service is supported by its own staff team.

What people told us

Staff distributed questionnaires to people using the service before our inspection. However, none were returned to us. During our visits we met with

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 completed self assessment document from the provider. The provider identified what it thought the service did well, some areas for development and any changes it had planned.

From this inspection we graded this service as:

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

What the service does well

People spoke very highly of the staff who supported them. They felt respected and told us they were treated with kindness and compassion. We heard and saw how staff worked in a way which supported people to achieve goals important to them. This might include greater independence, health and wellbeing. The support people needed was reviewed regularly with the person. This meant the person was supported in the right way.

We saw that staff worked well with other health and social care professionals. This meant that people had access to the right services at the right time.

We found the service had very good procedures for supporting people to take medication. There was a clear recording system which included a robust process for checking medication stock. Records we looked at were accurate and showed that people had received their medication at the right time. Protocols were in place for "as required" medication. This meant that staff had clear information about when this medication should be given.

Staff we spoke with understood their responsibilities in keeping people safe. They told us they were confident in recognising and reporting signs of potential harm. This was supported by a robust adult support and protection and whistleblowing policy and yearly staff training. Where potential harm was recognised, we saw that staff had taken the right action. This included telling the Care Inspectorate about any protection concerns.

A strong management team was now in place who had driven improvements within the service over the past year. Following our last inspection a service improvement plan had been developed. This made sure that the requirement, recommendations and areas for improvement made at our last inspection were taken forward. We saw increased opportunities for staff development and support which had clearly helped to develop a motivated team with a clear vision. Staff were invested in the organisation and felt committed to developing their career within Barony. All staff should be commended for their improvement work and commitment to further development and excellence. At the time of our inspection, a service plan for the forthcoming year was being developed. This would make sure the service continued to grow and improve outcomes.

What the service could do better

Although we saw some improvements to people's plans of support and risk, we highlighted areas for further development during our visits. We thought some plans lacked personalisation and were not outcome focused. We heard that training was being developed for staff in outcome focused support planning and risk assessment. A working group was also being developed to review support planning documentation. We thought this would help in making sure plans and assessments fully reflected the way staff work with people. We will look at this again during our next inspection.

We asked the service to change the way they stored medication. This was immediately addressed by the service during our inspection. We also provided the registered manager with a direction of travel document from the Royal Pharmaceutical Society. This outlines some future recommendations as to the use of medication aids. We suggested carrying out regular and planned observations of staff administering medication. The registered manager agreed that this could be incorporated into the existing plans of introducing direct observations of staff practice. This would support the very good training and practice already in place. This could be considered as part of the medication policy review.

We thought the service development plan could be further strengthened by reflecting feedback received from other stakeholders. This might include people using the service, staff and other health and social care professionals. We spoke to the manager about this during our feedback.

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	
10 Mar 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Mar 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good
27 Mar 2014	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
6 Mar 2013	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
28 Feb 2012	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good

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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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