

Places for People Scotland Care & Support Ltd East Craigs Learning Disabilities Service - Housing Support Housing Support Service

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Type of inspection: Announced (short notice)
Inspection completed on: 26 January 2017

Service provided by:

Places for People Scotland Care &
Support Ltd

Service provider number:

SP2004005200

Care service number:

CS2003055952

About the service

Places for People Scotland Care & Support Ltd East Craigs Learning Disability Service (referred to as the organisation within the report) provides housing support and care at home services to adults with learning disabilities. The service operates from a staff base in West Edinburgh and covers a satellite service in West Lothian. The level and type of support is based on individuals' assessed needs. At the time of the inspection thirty-six people were using the service, supported by a total of thirty full and part-time staff, plus relief workers.

One of the service's aims is:

"to work with people in a person centred way, ascertaining their needs, hopes, aspirations, and then help them build their lives on such a foundation."

What people told us

Ten Housing Support and Care at Home Care Inspectorate questionnaires were returned to us before the inspection, with six Care Service staff questionnaires also returned. The feedback was generally positive with people being happy to speak to staff or managers if they had any concerns. One staff member was unaware of three policies and thought that eleven policies and procedures were either being partially implemented or they did not know - this was discussed with the manager. We spoke to six staff members and eight service users during the inspection. The service users we spoke to could not praise the staff highly enough and told us about the different types of support they received.

Comments from service users included:-

- 'Good keyworker, better now we're not using so many agency. I review my goals every six months.'
- 'Not got anything bad to say.'
- 'I find the service very good. Staff are friendly and help me with the things I need help with.'
- 'Staff help me with my mood swings, they help me go out and do things. I like living here.'

Comments from staff included:-

- 'Have had a few problems when lone working, but raised this with project manager. No supervision for relief staff.'

Self assessment

The Care Inspectorate received a fully completed self-assessment document from the service. We were satisfied with the way this had been completed and with the relevant information they had given us for each of the headings that we grade them under. The service identified what they thought they did well, areas for development and any changes they planned.

From this inspection we graded this service as:

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

What the service does well

We found the service was very proactive in encouraging people to be as independent as possible and have control over the support they received and goals they wanted to achieve. We saw that people were fully involved in all aspects of support planning, including reviews of their support and goals, help with any health issues and help with paperwork and finances. The service had started to use the organisations ECCO computer system. We were told by the manager and staff that auditing and ensuring the quality of care and support plans had greatly improved, the system also alerted staff to dates for reviews and goals to be completed.

People knew from their weekly plan which staff would be supporting them. Some people had photographs of staff on a notice board with prompts as to what they would be doing during the support provided.

The people we spoke to said they would be confident in speaking to a staff member or the manager if they had any concerns or wanted to change anything with their support. The manager and staff were very good at listening to people and making changes to support as and when needed. This included people having the opportunity to take part in 'taster' sessions for activities - i.e. rock climbing and wake boarding and staff working with people to arrange different activities and holidays.

Staff were very active in ensuring the health and wellbeing needs of people were met. We saw this through the documents we looked at, letters, plans and some very detailed support plans in people's houses. The team worked well with health and other professionals to ensure the changing needs of people using the service were met.

There was a comprehensive recruitment procedure in place. This included procedures for the applications, interview, appointment of staff and induction to the service. People using the service had the opportunity to be involved in interviews and give their feedback on candidates. Staff had regular supervision and an annual appraisal. The service held team meetings approximately every six weeks.

What the service could do better

The service was in the process of transferring all of their Continuous Professional Development information for staff onto their computer system. This included all records of learning and training certificates.

The organisation was exploring different ways of communicating to their staff rather than just team meetings. These included a 'closed' discussion forum.

Whilst we saw that all relevant recruitment checks were carried out, we saw a lack of consistency in some elements of record keeping. We saw that a revised recruitment policy had been written and the outcome of this was to improve consistency.

The service was looking at what sort of technology it would use so all staff have access to the organisations ECCO computer system. We were told some staff had an App on their tablet or phone which could access the system. The manager said this needed to be consistent throughout the staff team to ensure all records were shared and updated timeously.

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
27 Jan 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
30 Sep 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
27 May 2013	Announced (short notice)	Care and support 6 - Excellent

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
14 May 2012	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
29 Sep 2010	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	6 - Excellent
2 Feb 2010	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
16 Dec 2008	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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