

Visualise Housing Support and Care at Home Housing Support Service

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Type of inspection: Announced (short notice)
Inspection completed on: 29 March 2017

Service provided by:
Visualise Scotland t/a Visualise

Service provider number:
SP2003002589

Care service number:
CS2007151815

About the service

Visualise is a care service that provides combined Housing Support and Care at Home to people with physical and sensory impairments and learning disabilities who are living in their own homes.

The service supports people in three tenancies, two of which are in Restalrig Circus and one in Albert Street in Edinburgh. These tenancies are owned wholly or partially by Port of Leith housing association. There are three service users who share in each of the tenancies. Service users have sensory impairments, a range of learning disabilities and acquired brain injuries.

Visualise statement of basis and values states that "Visualise will ensure that all staff working with a service user will have received training relating to the particular needs of and provision for any individual service user. Furthermore, Visualise undertakes to provide ongoing development and training for staff in an attempt to ensure the highest possible standards of provision and care for our service users."

What people told us

We spoke with one person who used service and several family members during the inspection.

They told us the following:

'The staff are friendly and doing the best possible.'

'I am incredibly happy with the service. It is flexible and I feel equally involved in my son's support'.

'I am absolutely delighted with the service. My son is now more self-confident, his eating has improved and he undertakes a wide range of stimulating activities.'

'My son is happy and more resilient to change. He is doing lots of activities that he enjoys.'

'The high turnover of staff has been an issue and we have not been kept up-to-date with staff changes. This has impacted on our son to a certain extent.'

'There can be insufficient dynamism with some staff.'

'The strength of the service was its specialist support but this has been diluted.'

'Staff could pick up better that underlying health issues that may be behind behavioural changes'.

'It is an average service. Too many staff changes and I am not getting out as much as a result.'

Self assessment

We received a fully completed self-assessment document from the manager. The manager identified areas they thought they did well, some areas for development and any changes planned.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	not assessed

What the service does well

Visualise provide good support to people with complex issues and sensory impairments to live independently in the community. People were being supported to achieve their personal outcomes such as developing their skills, maintaining important relationships and being active members of their local community. The people using the service were given choices about where and how they wanted to live.

The support planning was person-centred and outcomes focussed. Staff were provided with enough information to gain a sense of the person as an individual which enhanced the support provided. The service had a positive view to risk taking to ensure that people had the opportunity to have full and stimulating lives.

There was an experienced and dedicated staff team who were committed to supporting people to having fulfilling lives. We shadowed staff providing the support and they demonstrated their skills and also their compassion for the people they were supporting.

The service ensured that family members had regular input into the quality of the service being provided and they were given regular updates on how their relatives were doing.

What the service could do better

There were some areas that the service could make some improvements.

The turnover of staff and the use of agency staff was impacting on the consistency of the support provided. Although the service was trying to manage the use of agency staff, for example, only having one agency staff on each shift, this was having a detrimental effect on the people using the service. Full-time staff also told us that the use of agency staff was putting extra pressure on them. They had tried a number of initiatives to recruit staff but these had not been successful so far. The service had contracted a specialist recruitment company to support them in their recruitment. While recognising the issues around recruitment in the care sector, particularly in a service which supports people with complex issues, the service needs to increase the staff team as soon as possible, so that each person is supported by a consistent team.

Some of the staff practice regarding medication management could be improved. There had been a significant number of medication errors over the previous year and we found more errors when checking files.

Supervision was taking place in people's homes. There were also rooms in the homes that had the appearance of an office. Supervision should never take place in people's homes and any service related materials should be kept discretely. A requirement has been made in relation to this due to this practice impinging on people's rights.

The quality of supervision could be better. Reflection could be developed further by being structured around the SSSC (Scottish Social Services Council) codes of practice and Steps into Leadership. Staff meetings were also infrequent. The service should ensure that full staff meetings take place on a regular basis so all staff can be fully involved in the development of the service.

Requirements

Number of requirements: 1

1. The service should ensure that staff supervision does not take place in people's homes and any service related materials should be kept discretely.

This is to comply with Scottish Statutory Instrument 2011 - No 210 Regulation 4 1(b) - a requirement to respect the privacy of service users.

This should take place with immediate effect.

Recommendations

Number of recommendations: 6

1. The service should ensure that risk assessments are reviewed every six-months and not yearly.

National Care Standards, Care at home, Standard 3, Your Personal Plan. National Care Standards, Housing Support services, Standard 4, Housing Support Planning.

2. The service should look to put in place more robust processes and audits to reduce the level of medication errors being made.

National Care Standards, Care at home, Standard 3, Your Personal Plan.
National Care Standards, Housing Support services, Standard 4, Housing Support Planning, National Care Standards, Care at Home, Standard 4, Management and Staffing. National Care Standards, Housing Support Services, Standard 3, Management and staffing arrangements.

3. The staff's awareness and knowledge of Keys to Life was poor so the service should consider redoing this training with a specific session on it. This training could be reinforced through team meetings and supervision.

National Care Standards, Care at Home, Standard 4, Management and Staffing. National Care Standards, Housing Support Services, Standard 3, Management and staffing arrangements.

4. Supervision notes could be more detailed and they were always handwritten some of which were illegible. The quality and depth of the supervision notes should be improved.

Reflection should be developed further by being structured around the SSSC Codes of Practice and Steps into Leadership.

National Care Standards, Care at Home, Standard 4, Management and Staffing. National Care Standards, Housing Support Services, Standard 3, Management and staffing arrangements.

5. The service should try to keep family members kept up-to-date with staff changes.

National Care Standards, Care at Home, Standard 4, Management and Staffing. National Care Standards, Housing Support Services, Standard 3, Management and staffing arrangements.

6. The service should look to have regular full team meetings which will provide staff with the opportunity to discuss service and practice issues.

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	
28 Mar 2016	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
13 Nov 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Dec 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Jan 2013	Announced (short notice)	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	5 - Very good
24 Jun 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
12 Aug 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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