

Todlaw - Housing Support Service

Housing Support Service

1 Station Court
Station Road
Duns
TD11 3GA

Telephone: 01361 884733

Type of inspection: Unannounced
Inspection completed on: 15 May 2017

Service provided by:
Community Integrated Care

Service provider number:
SP2003002599

Care service number:
CS2007147839

About the service

Community Integrated Care (CIC) is the registered provider for this service. Station Court is made up of one or two bedroom semi-detached houses, with a tenancy agreement through Berwickshire Housing Association. CIC provide a 24 hour support service, including 24 hour health care support from a team of nurses and support workers. The staff team provide a range of services for tenants with learning disabilities, mental health, physical disabilities and older people.

One of the aims and objectives of the provider states "Community Integrated Care aim to deliver outstanding care and support within the community to people with learning disability, mental health, autism, age-related needs and dementia. We want to empower people with support needs to live the lives they want to lead."

At the time of our inspection there were 15 tenants residing at the Duns service.

What people told us

Views from service users and relatives:

"I love living here. Duns is a nice place. Staff and neighbours are nice and I like going over to the main building".

"I am happy with the overall service provided by CIC...I know the majority of the staff go above and beyond for X. However there have been ongoing issues of cleanliness and clothing care....."

"The person has lots of individual support needs and is supported very well".

"Absolutely splendid".

"I am very lucky to have X accessing this service...its fantastic".

"The quality of staffing and management within the service is excellent."

Comments from staff:

"Station Court has greatly improved under the new manager. It has improved greatly in that service users are more involved with what is going on and how they want things to be. Support plans are currently being transferred into a new format and all staff have special protected time to do this."

"Since having a new manager CIC has changed. Your opinion counts and our manager has taken ideas into mind and made changes for the better".

"There have been a lot of improvements in the service over the past 6 - 8 months. The tenants are very happy here and that is all that is important".

"Staff are very good at work but there can be one or two who may be rude at times, feel as if you can complain but nothing gets done".

"Care plans are really well done, a lot of time has been spent on putting them in place".

"I am not 100% sure about all of the policies and procedures CIC have, we are regularly updated if there is a new one put into place".

Self assessment

We received a fully completed self-assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned.

From this inspection we graded this service as:

Quality of care and support	4 – Good
Quality of staffing	not assessed
Quality of management and leadership	4 – Good

What the service does well

The service has performed generally well since our last inspection with regards to ensuring tenants support plans are updated; detailing the outcomes and routines people would prefer, to enable the staff to deliver a consistent service.

The people we spoke with commented favourably as to the quality of care and support delivered, praising the staff and the registered manager.

Six monthly reviews of peoples' care and support needs have been held, which has often included relatives, social work and input from health professionals with advocacy support arrangements being offered.

Many of the tenants have been involved in a number of activities being held in the main building, including art, pet therapy and Sunday lunches.

The registered manager has also built up positive working relationships with tenants and their relatives, often seeking their views of the key strengths of the service and any areas for improvement.

A service user / relative satisfaction survey had recently been issued, and we sampled some of the responses received to date, which were largely very positive.

Staff spoke of feeling supported by the manager and that team morale was generally positive. Regular support and supervision meetings were being held, which included personal and development planning.

Training for staff has continued to develop and we could see clear benefits of the induction for new staff being improved and held locally. This has included information relating to the national learning disability Keys to life strategy.

Regular service audits were undertaken, which included finances, medication and six-monthly reviews of people's needs.

A daily staff meeting is held and the handover process between shifts has been formalised, ensuring effective communication is in place.

What the service could do better

Over the past few months, staffing levels have been an issue and agency / relief staff have been used to cover shifts. Through our discussions with service users, relatives and staff, we learnt that there had been occasions when outings for tenants had been cancelled due to not having enough staff on shift.

The service has been recruiting full-time staff and a number have recently started or are scheduled to commence their employment shortly. This will hopefully address this issue. We will monitor this at future inspections.

Whilst the detail of tenant's personal outcomes and routines in support plans were very comprehensive, we felt that improvements were required in terms of information relating to the key health needs of people. We struggled to a degree to unravel from the content of the plans what their health needs were, in particular those with epilepsy, dementia and other health related matters which would be important for staff to be aware of.

In addition, there was a lack of guidance for staff to follow should a tenant experience an epileptic seizure and moving and handling guidelines for many. The service provider must ensure appropriate guidance is in place, to meet the health and care needs of those the service supports. Please see requirement 1.

We were advised that the service was in the process of transferring the contents of people's support plans to a new format. However, many of the plans we sampled had information scored out and re-written to keep them up to date, but this made it very difficult to read. The service should ensure that all care plans are updated and transferred timeously, prioritising those with high care needs, offering clarity and easy of reference to staff. Please see recommendation 1.

Some of the support staff we spoke with told of their concerns around how some of their colleagues showed dignity and respect at times. Whilst we believe there to be the potential of staff banter with tenants, the staff should be fully aware of how a tenant could perceive this behaviour and ensure that dignity and respect is shown at all times. Please see recommendation 2.

The service should be mindful of the formal training / qualifications required of the support staff and the timescales for registration with the Scottish Social Services Council. We will follow this up at our next inspection of the service.

The service was at the stage of introducing a new quality assurance process. Yet to be fully implemented, this would involve staff and the manager undertaking regular audits which will also include the observation of staff practice.

Requirements

Number of requirements: 1

1. The service provider must ensure that all service users have a written personal plan in place that clearly describes their preferences, their care and support needs and how these will be met by the service.

This should also include any associated risks and how to minimise them.

This is to comply with the Scottish Statutory Instrument 2011 - No 210 Regulation (4)(1)(a) Welfare of users and Regulation 5(1) Personal Plans.

Timescale: To be completed within four weeks on receipt of this report.

Recommendations

Number of recommendations: 2

1. The service provider should ensure that all care plans are updated and transferred timeously, prioritising those with high care need and offering clarity and ease of reference for staff.

National Care Standards, Care at home, Standard 3 - Your personal plan.

2. The service provider should ensure that all staff demonstrate dignity and respect and all times through their communication with service users.

National Care Standards, the main principles.

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	
11 May 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
24 Apr 2015	Unannounced	Care and support	1 - Unsatisfactory
		Environment	Not assessed
		Staffing	1 - Unsatisfactory
		Management and leadership	1 - Unsatisfactory

Date	Type	Gradings	
22 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership	1 - Unsatisfactory Not assessed 1 - Unsatisfactory 1 - Unsatisfactory
29 Sep 2014	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 4 - Good 2 - Weak
20 Sep 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
29 Jun 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
23 Mar 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate Not assessed
30 Jan 2012	Re-grade	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed Not assessed Not assessed
3 Oct 2011	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 4 - Good Not assessed
9 Sep 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 5 - Very good

Date	Type	Gradings	
3 Feb 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
12 Dec 2008	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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