

Turning Point Scotland - Perth & Kinross Housing Support Service

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Type of inspection: Unannounced
Inspection completed on: 4 July 2017

Service provided by:
Turning Point Scotland

Service provider number:
SP2003002813

Care service number:
CS2007145999

About the service

Turning Point Scotland is a nationwide, not for profit, care and support organisation which provides services to people with wide-ranging needs across varied community settings and geographical areas.

Turning Point's Perth & Kinross Housing Support and Care at Home service provides support to people with learning disabilities. Some people have a combination of support needs. At the time of the inspection the service was supporting 14 people, which included people living in their own tenancies and in shared accommodation in Perth.

People who use the service have access to 24 hour staff support, dependent on their assessed needs. There is also a central office base close to all locations delivering care. There is a social enterprise garden project situated alongside the main office base, which provides educational and social opportunities and activities for service users.

The published objective of the service states: "The objective of the service is to manage the risks involved in supporting the individual in the community while maximising the opportunities for improving the quality of life and participating in the community".

What people told us

Throughout this inspection we received feedback from nine people who were using the service and two relatives/carers of people using the service. We sent out Care Standards Questionnaires, visited people in their own homes, made phone calls and observed staff working with service users.

People indicated very high levels of satisfaction with the quality of care and support they received. They told us they felt able to speak to staff and the manager if they had any concerns, could share ideas and felt their views were listened to and acted on. Comments from service users and their relatives included;

"I am happy with all aspects of my care and support"

"X has been doing well since moving in, enjoying independent living and being closer to family and being able to visit regularly. Staff attending events when needed and him attending himself. We as a family are pleased at how well he is doing and the support that he is being given"

"Happy living here, good team of staff"

"If I have a problem staff are always available"

"I am enjoying life, I have my own space"

"If I didn't have TPS life would be difficult"

"Staff are really good and supportive"

"Very helpful service"

"All staff good carers".

Self assessment

We did not request a self assessment this year. We discussed and considered the service's own development plan as part of this inspection.

From this inspection we graded this service as:

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

What the service does well

The service continues to provide an excellent quality of care and support. The people we met were very happy with the service and were supported very sensitively by familiar staff. People who use the service were encouraged to voice their opinions and make decisions about their support, activities, and their agreed goals.

Records demonstrated regular tenants meetings held in shared tenancies, discussions with people's key workers and people's involvement in multi-disciplinary risk management meetings where key decisions were agreed and recorded. People and those involved in their support were also regularly part of evaluations and reviews of their support. People experienced consistent, high quality support, based upon agreed approaches and risk management strategies.

People's support plans were developed using person centred planning tools and contained comprehensive information detailing the care and support that people required to meet their goals. People talked enthusiastically about their achievements, planned goals and activities and these included working on accredited horticultural qualifications through the gardening project, taking part in promoting the work of the garden, goals to secure own tenancy, budgeting, holiday planning, and employment goals. Everyone was working on achieving different goals and this told us their support was personal to them.

Staff demonstrated a detailed understanding of people's strengths and abilities and the support needed to reduce their stress. This in turn helped to support their positive engagement with achieving their goals. The level of detailed guidance for staff also helped promote a consistent approach to supporting each individual enabling them to enjoy a fulfilled life.

The service had developed excellent working partnerships with a range of appropriate professionals such as epilepsy specialist staff, community learning disability team staff, psychology, and psychiatry services. We heard how this coordinated approach helped to promote positive health and wellbeing outcomes for people.

Professionals spoke highly of the contact they had with the service and staff. They told us people had a consistent staff team who were skilled at picking up indicators of any deterioration in their health and were committed to ensuring people's rights and choices were respected. Their comments included;

"Support very focused on person and their needs"

"Consistent staff team"

"Service has been critical in people making positive steps and changes from previous life"

"X does everything he wants to do, seems very happy, has choice in everything he does".

We found that there were systems in place to monitor key areas of the service's activities such as audits of finances, practice audits, medication audits, support plan reviews and audits, and monitoring of staff practice. Where there were discrepancies highlighted or evidence of expected standards not being met these issues were addressed timeously.

There were well established systems in place which effectively monitored and supported staff performance. Staff were having regular and supportive supervision with their line manager, appraisals which focused on continuous learning and development and were actively encouraged to contribute in team meetings. Staff told us they are encouraged to bring forward their ideas on how the service can develop and improve and they felt their views were valued and listened to. We could see that staff had access to a range of relevant training opportunities, to support them to undertake their roles and to meet the needs of the people using the service.

The manager and senior staff were proactive in sourcing information about developments in practice and research information which would help to develop staff skills and knowledge. We saw examples where this then led to further training for staff which ultimately improved outcomes for individuals using the service.

People using the service, their relatives, and professionals spoke of having very good communication with the service and feeling confident in the way the service was managed and led.

What the service could do better

The service should continue work on progressing their service development plan ensuring the involvement of service users, staff and stakeholders in evaluating the service quality and informing the overall development plan.

Continue to liaise with healthcare professionals to ensure that where an individual has been assessed as lacking capacity to consent to treatment, that an appropriate medical treatment certificate has been completed as set out in Part 5 of The Adults with Incapacity (Scotland) Act, 2000.

Some supported individuals experienced epilepsy and had emergency protocols in place. These were completed by staff in conjunction with epilepsy specialist health professionals. We provided the service with information regarding good practice around epilepsy support planning and emergency protocols highlighting these should be drawn up and signed by a doctor or epilepsy specialist nurse. The manager distributed the information to staff during our inspection and staff were reviewing protocols in place to ensure best practice was being followed.

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	
26 Apr 2016	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
27 Apr 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
5 May 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
14 May 2013	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
22 Jun 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 5 - Very good
1 Feb 2012	Re-grade	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed Not assessed Not assessed

Date	Type	Gradings	
17 Nov 2010	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed Not assessed
28 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
1 Jul 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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