

Step Up (Housing, Employability & Community Support Services) Housing Support Service

Falkirk Business Hub
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Type of inspection: Unannounced
Inspection completed on: 18 August 2017

Service provided by:
Step Up (Housing, Employability & Community Support Services) Ltd

Service provider number:
SP2013012130

Care service number:
CS2013319314

About the service

Step Up (Housing, Employability & Community Support Services) was registered by the Care Inspectorate on 23 September 2013 as a combined Housing Support and Care at Home service.

Its conditions of registration are:

1. To provide a service to people aged 16 and over at risk of becoming homeless to live in their own homes.
2. The support will be provided by 1 staff team as agreed in the notice granting registration dated 23 September 2013.
3. The provider shall inform service users and their representatives that the care service is registered with the Care Inspectorate and shall ensure that they are made aware of the name of the registered service with its contact details, as it appears on this Certificate.

On its website, Step Up states:

"Step Up (Housing, Employability & Community Support Services) is a Housing Support and Care at Home Service supporting people into independent living. Enhancing people's quality of life by providing support in their own home and in the community that will improve their life chances, their living environment and their wellbeing, is at the forefront of our principles".

What people told us

All those we spoke with were very positive in their comments about the service from Step Up. They described very good relationships with staff who were said to be flexible and patient in their approach.

We spoke with one person who told us she enjoyed the day to day banter she had with her support worker as it brightened her day. We also heard that staff were good at sticking with those they were caring for, even during difficult or testing times. This was appreciated.

The availability of staff was said to be a positive aspect of the service and easy communication was something that was consistently mentioned.

One of the young people mentioned that they might be moving on from the service and this would be a regret as they valued the friendship of their worker. Another client was looking for a greater time allocation and while this was not within the power of the service we passed this on to the operations manager. We also passed on a comment from a client about transport.

Self assessment

The Care Inspectorate is not requesting submission of self assessments in this inspection year.

From this inspection we graded this service as:

Quality of care and support

6 - Excellent

Quality of staffing

5 - Very Good

Quality of management and leadership

not assessed

What the service does well

We looked at the Quality Themes of "Care and Support" and "Staffing" at this inspection.

We found evidence that the people who used the Step Up service were being cared for in ways that suited their preferences and helped them to be as safe and independent as they could be. We heard from young people and community care clients that staff were patient, supportive and that they took time to listen to them. We were consistently told that staff were prepared to spend time in houses and that they provided company and friendship as well as carrying out specific tasks and checks. This meant that those who used the service valued their visits and the time that staff spent with them.

Care was provided in a range of flexible ways which met needs and helped those who used the service to achieve their aims and aspirations. Community care clients described staff carrying out basic care tasks in ways which made them feel safe and comfortable as well as helping them to be able to keep to planned routines and lifestyles. Young people were visited at times which enabled them to be helped to cope with different aspects of life within their own tenancy. These visits were planned to link to agreed goals which were also organised through weekly planners which acted as reminders and prompts for individuals.

All of the people who used the service had clear and current personal care plans. The plans identified progress and changes to strategy when required and evidenced some very positive outcomes. Care plans included information and guidance about any medical needs and how the service would ensure the health and wellbeing of the individual. Personal plans were designed to cover all aspects of the lives of the service users and described how assessed needs could be met using a range of resources, staff inputs and the involvement of any other relevant agencies or professionals. We saw that complex issues were comprehensively documented and there was good, clear guidance for staff to support their care of the individual young person.

Thorough initial assessment, and regular reviews ensured that care plans were relevant and up to date. Risk Assessments were detailed and showed evidence of regular update. We saw that care plans and risk assessments were subject to regular audit by managers.

Links were in place with a wide variety of local and national agencies to develop collaborative work which allowed those who used the service to receive consistent and beneficial care wherever possible. Staff and managers had developed very productive working relationships with relevant professionals and agencies to ensure clear communication about specific work being undertaken with clients.

Members of the staff team came from a variety of backgrounds and had a wide range of experience in the care sector. We saw that they were able to use their knowledge and skills positively to provide care and support to those who used the service. We heard from individual staff that there was a strong ethos of teamwork and this was consistently confirmed. We heard that staff were aware of each other's strengths and abilities and used these to positive effect. There was a sense of cohesive working which enabled staff to be aware of how they could best contribute to the support needed by those who used the service and provide help to each other as it was needed. A system was in place to safeguard staff while working alone in the community.

Staff we consulted told us that they were encouraged and enabled to access training in all areas of practice which were involved in meeting the needs of those they cared for. Supervision was regularly provided by senior staff and we were told that it was useful and supportive. Records of formal supervision sessions supported this

view. Shift changeovers enabled information and updates to be shared and team meetings took place which allowed the team to discuss and debate the day to day running of the service.

The service had a very comprehensive range of systems to support the staff team and enable them to work directly with all those they supported. The managers worked closely with staff to provide support, advice and guidance and staff told us that they felt they could seek help at any time. The systems in place to enable communication and share information had been further developed and staff told us that it worked very effectively. There was also a range of audits in place and systems to ensure that the quality of work undertaken by the organisation was of a high standard.

Appropriate practice was maintained in regard to staff recruitment and this ensured that new staff were properly screened and checked. Those we spoke with described induction processes which were positive and which enabled new staff to quickly understand processes and the overall work of the service.

What the service could do better

There had been a significant level of turnover within the staff team since the last inspection. While new staff were clearly working to a very good standard, it would benefit the team to have stability to allow it to continue to develop its ethos and methods of working.

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	
22 Nov 2016	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed

Date	Type	Gradings	
30 Oct 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
29 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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