

# St Joseph's Services - Circle of Best Practice

## 2 - Housing Support

### Housing Support Service

Sycamore House  
72 Carnethie Street  
Rosewell  
EH24 9AW

Telephone: 0131 4407200

Type of inspection: Announced (short notice)  
Inspection completed on: 30 August 2017

**Service provided by:**

St Joseph's Services, a company limited  
by guarantee

**Service provider number:**

SP2015012454

**Care service number:**

CS2015335960

## About the service

St. Joseph's Service - Circle of Best Practice 2 provides care and support to people in the Rosewell, Lasswade, Newtongrange, Danderhall and Edinburgh.

We carried out a short notice announced inspection of this service and met with the Practice Development Leader to plan the different aspect of the inspection.

## What people told us

During the inspection we met five people who use this service and received 13 questionnaires from individuals or their carers.

All the comments we received were very positive about the care and support being provided.

People said the following

'I am treated with respect and feel safe in my own home'

'I am well looked after and have lots of things to do'

' I like St. Joseph's, the staff and am very happy'

and

'St. Joseph's is a wonderful service with high standards'

## Self assessment

There was no self assessment requested for this inspection.

## 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

People receive a high standard of care from a consistent staff team that were well-trained and supported by the organisation.

Individuals were involved in as many areas of their lives in making choices or informed ones if at all possible.

Participation and involvement is actively encouraged in many areas. This includes users groups such as the 'Evergreen Group' and 'Our Voices' along with several people being supported as Advisors to the Board with

representatives attending Board meetings. People are also involved in recruitment, leading training, developing easy read information and planning celebrations within the organisation.

The provider has recently completed various group sessions with people they support, with care staff and with senior managers, looking at what St. Joseph's does well and what it could do better and plans to act on the points raised.

People that they support are actively involved in the National Involvement Network (NIN) and with other outside agencies.

Health needs are supported, recorded and there are positive links with all health local professionals.

We observed well laid out and up-to-date support plans which had been reviewed on a regular basis. The service uses Talking Points which is an outcome focussed tool used with all the people using the service on a regular basis and was observed in support plans.

Support plans detail individuals ways of communicating and any assistance / aids that may be required. This includes non-verbal communication which we observed in a variety of settings.

Medication information and records are well presented and monitored. Each person also has a Hospital Passports which has easily accessible information if people have to go into hospital.

All staff have receive a full induction from St. Joseph's, many client related courses and have a high percentage of people with Scottish Vocational Qualifications at various levels. As well as the mandatory courses people have benefitted from other training including on Dementia, Diabetes, Oral Hygiene, Postural Management, Autism and Food, Fluid and Nutrition.

Good practice is instilled in staff from the outset through their induction. This includes the mandatory Values training, a session on Equality and Diversity and information on the SSSC Codes of Practice.

It was seen that staff teams had meetings on a regular basis, had daily handovers and a communication book. Team Leaders provide supervision and appraisal on a regular basis. The managers also met together regularly.

The provider carries out peer reviews in all settings and examples of these were viewed. They covered such things as support plan - reviews & audits ; risk assessments ; medication ; talking points ; health and safety; supervision and meetings ; and fire drills.

Staff members told us that they felt valued and listened to by managers and the organisation.

St. Joseph's service has a Pastoral Care Team who offer support to both the people they support (and their families) and to staff members if they wish.

Circle of Best Practice 2 have over the last year supported some new people who receive a service and three new settings were visited as part of this inspection. The support has changed from a previous provider, new accommodation, some new staff and different ways of working have been introduced. These were seen to be working well and we were told by people. their families and staff members that the outcomes for individuals have been very positive.

# Inspection report

This service is looking to maximise involvement and give people informed choices in all areas of their lives, wherever possible. They recognise that this may at times involve risks but will minimise this with the support they provide.

Staff training in Values, Equality & Diversity and SVQ's in Care provides a basis for good practice in the way that support is provided.

During the inspection all observations clearly showed a high degree of respect by staff for individuals and for their colleagues.

Through talking to people they support, families and staff members and continually reviewing aspects of their support St. Joseph's continues to provide care to an excellent standard.

## What the service could do better

St. Joseph's is very aware of aspects of its service that it would like to strengthen and develop which would enhance what is already a very well respected and valued organisation within Midlothian. It continuously reviews its practice with individuals at the heart of everything that they do.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
17 Jun 2016	Announced (short notice)	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent

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