

# St Joseph's Services - Circle of Best Practice 1

## - Housing Support

### Housing Support Service

St Joseph's Services  
Sycamore House  
72 Carnethie Street  
Rosewell  
EH24 9AW

Telephone: 0131 440 7200

Type of inspection: Announced (short notice)  
Inspection completed on: 19 October 2017

**Service provided by:**

St Joseph's Services, a company limited  
by guarantee

**Service provider number:**

SP2015012454

**Care service number:**

CS2015335975

## About the service

St. Joseph's Services - Circle of Best Practice 1 - Housing Support / Care - at - Home provides care and support to people in the Bonnyrigg, Rosewell, Roslin and Penicuik areas of Midlothian.

A wide variety of support is provided to meet the needs of the people living in their own tenancies.

We carried out a short notice announced inspection spending time with the registered manager, looking at documentation and visiting people in their own homes.

## What people told us

We received many comments from people using the service and a selection of them are as follows :

'I like my home and the staff are very good to me'

'Everything is okay, I had a great holiday and I like sharing with my new flatmate.'

Many others expressed their happiness through their reactions to discussions and the relationships observed with support staff.

Relative comments -

'The level of competency is exemplary. My brother is settled and happier in his new environment'

'This is a wonderful home'

## Self assessment

The Care Inspectorate has not required a self-assessment to be submitted by care service for the inspecting year of 2017/2018.

## 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

The service was seen to involve people in many ways both individually and within the organisation taking into consideration their support needs.

This includes on going discussion about their care and support and regular reviews which were clearly evidenced in support plans. Also in relation the organisation people have their say through the ' Working Together Group'

Also some people who are supported are involved in the National Involvement Network which has a positive effect on the service.

A number of people are involved as Board of Advisors with support which includes the opportunity to attend board meetings.

Peoples choices are encouraged and respected in all areas of their lives and the service uses a variety of communication tools to improve the support to individuals.

Health needs are actively supported through contact with local health professionals and encouraging as healthy a lifestyle as possible. Services were seen to be promptly responding to the changing needs of several people.

Observation of support plans including review reports, peer reviews and minutes of staff meetings evidence many positive outcomes for people.

All parts of the service visited were adequately staffed. On discussing with staff and managers they all said that this was a good service to work for, they felt supported and the training was excellent.

Training was seen to be well organised and recorded. This included staff members initial induction, the required refreshers, specific related for individual needs and SVQ's required by the Scottish Social Services Council (SSSC).

It was clear that there was a high retention of support staff throughout this service.

The Team leaders and Service Manager's were viewed by support staff as approachable, supportive and knowledgeable.

## What the service could do better

This service has major strength in all areas and the provider is continually looking for ways of improving the support to the people they support.

## 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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