

St Joseph's Services - Circle of Best Practice 3 - Housing Support Housing Support Service

Sycamore House
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Rosewell
EH24 9AW

Telephone: 0131 440 7200

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:

CS2015335980

About the service

St. Joseph's Service – Circle of Best Practice 3 provides care and support to people in the Bonnyrigg and Dalkeith areas of Midlothian.

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.

The inspection occurred on with feedback given on 17 June 2016.

What people told us

Everyone that was spoken to and comments in returned questionnaires were very positive about the care and support provided by St. Joseph's.

People said

'The staff are very good and I enjoy living at my house'

'I get to do lots of things with the support of my staff team'

'The staff encourage me and help me when I need it'

'My relative gets great help from St. Joseph's staff and has lots of opportunities to do activities'

and

'I can't fault the care provided to my relative, the staff are very good as are the managers ... if I have any issues they are resolved quickly'

Self assessment

A self assessment was not requested for the inspection in 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

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 3 is continually striving for improvements to the service which includes peoples involvement, communication methods and a high standard of staff knowledge, training and support.

In one of the service a lot of work has gone into reviewing practice with the staff team and ensuring positive changes are made. There has also been an emphasis on peoples changing health needs with referrals to / guidelines from professionals which are included in individual support plans.

It was also seen that great efforts are made to support people to maintain regular and positive relationships with their families which is greatly appreciated.

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.

The service now support some new people in a new setting and has developed a staff team around them and adapted to their needs and wishes.

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.

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	
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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