

Waverley Care Milestone Care Home Service

113 Oxfangs Road North
Edinburgh
EH14 1EB

Telephone: 0131 441 6989

Type of inspection: Unannounced
Inspection completed on: 26 October 2017

Service provided by:
Waverley Care

Service provider number:
SP2010011113

Care service number:
CS2011280502

About the service

Waverley Care Milestone is a 10 bedded unit with spacious communal facilities. The service is commissioned to provide a short stay residential service for people who are living with a blood borne virus (BBV). The service offers 'step up' and 'step down' care, to prevent hospital admission or speed hospital discharge. Short breaks are also provided for preventative care and maintenance and to offer respite for carers.

The service is open 365 days a year. The service provides waking night staff and a management on-call system.

Milestone is also a hub for the Waverley Care community and hosted various groups, drop-in events and special events, which were open to all members.

Waverley Care's vision is:

'for a society free from HIV and Hepatitis C stigma, where people know their status, and where individuals and communities living with or affected by these conditions enjoy good physical, mental and emotional health.'

At the time of the inspection there were six people staying in the service.

What people told us

We received views from 11 people who were using or who had used the service. All were happy overall with the quality of the service. People said there were opportunities to have their say and give feedback and that their views were listened to.

During the inspection we joined people during breakfast, lunch and tea breaks and we attended two relaxation sessions, led by a service user. We also popped in to see the geek club, which is open to residents and others from the Waverley Care community.

We observed a comfortable, welcoming and inclusive atmosphere. People were encouraged to unwind, settle in and to be themselves. There was a sense of fun and good humour, which helped people feel at home.

Comments we received included:

"I feel safe in the service. The staff are consistent. I have one to one time with staff and weekly residential meetings, where any issues can be addressed. The manager has an 'open door' policy. I feel that Milestone needs more staff and I would like more activities".

"It's an amazing service. The whole place is very peaceful. You are provided with amazing food and a lovely en-suite room. In the evening the building is securely locked and alarmed. I feel safe and comfortable at all times. There is a weekly meeting for residents and a book where all the meetings are documented and residents can add comments to this if they didn't want to bring it up in the meeting. I cannot praise Milestone enough. I wouldn't have coped without them".

"I can leave all worldly stresses at the door. I have complex care needs and I'm highly reactive to positive and negative influences. The staff help me recognise, analyse and adjust. When I am capable enough I do activities on my own but the support is there when I need it. The staff are open and friendly. There is a core of regular staff and a lot of bank staff and students, which is not a bad thing. On a quiet day staff have enough time for me, but on a busy day you really feel the ratio of staff to residents. Sometimes staff don't know how to support

me and issues are dealt in a heavy-handed way. If I appear agitated in a public area I will be asked to go to a room. Also, I would like to know who the first aider is".

"They saved my life. I don't know where I'd be without Milestone".

"I've had lots of health problems, they have been great, I come here and Milestone takes the load".

"I think there should be more staff".

"It's a good place, they helped me, they were kind, they helped me through treatment. I'm happy".

"Milestone House is a wonderful place to stay, everything is provided for you and you are very well looked after and it is set in lovely quiet grounds. I was supported by Milestone throughout my Hepatitis C treatment which I am pleased to say has been successful and I am now actively getting on with my daily life without support and looking for employment".

Comments from **professionals** included:

"Milestone helped one of my service users to a great extent. They have provided flexible and responsive support in challenging circumstances. The person in question is subject to adult protection procedures and Milestone has been a valuable contributor to the process. I would highly recommend this service to anyone with a BBV diagnosis".

"Milestone is a very good service. We carry out shared work and have good communication. People enjoy their stay, they are well cared for and they get a lot out of it. In particular when things have become out of control, it allows for time out so that people can re-engage. It's popular with service users. Often people would like to stay much longer. Milestone have to make sure people get enough time, but not more than they need. It is also a good stepping stone".

"Milestone continues to offer a wide range of support both in the residential setting and in the community from the Outreach Team. This enables work undertaken in the unit to be continued in the service user's own home. We recognise this to be an important factor in ensuring where possible more focussed outcomes for individuals, and their carers/families. The staff encourage service user's to be part of their support plan in order to tailor them to either short and longer-term needs. Plans and assessments are reviewed and evaluated on a regular basis ensuring that the right support is being offered and that agreed goals and outcomes are being achieved. Staff monitor and review the service user's progress and outcomes and they feedback to the weekly inter-agency panel, where new referrals are also discussed. The support has certainly made a difference to both individuals and their carers. Milestone staff have a high level of respect and care for their service users. They aim to be empowering and supportive. However, they do have boundaries with what is acceptable and what is not. Support is offered in a person centred, holistic manner. A very important factor in the way support is provided, is that Milestone have an ethos of enabling its service user's to be the experts in their own lives. What works well is:

- enabling service users to have time to recover from problems and time to reflect on what and how they want to move forward in their lives
- enabling service users to continue to assess their own support needs and be part of the decision-making process
- support through times of transition, which for many people can be distressing, even if the transition is positive
- offering flexibility in the way the staff work
- educating and raising greater awareness regarding HIV and Hepatitis C infection and towards reducing risks if involved in substance misuse, hopefully preventing reinfection of a BBV

- enabling and educating service users to comply with their HIV and Hep C drug regimes
- Milestone is also a great resource as a step down, to buffer the lack of resources when service users are leaving hospital but are not quite ready to return home.

Staff have always been open and transparent in their communication with service user's and with each other. They are supported to attend training sessions and updates and have regular supervision sessions that develop their own knowledge and skills base, keeping up to date with the ever-changing developments in the areas of BBV's and associated support needs. There is a service user forum which informs Waverley Care of what is working well and what gaps there are in the services being provided. This forum continues to provide feedback on the ongoing development of services being provided by Waverley Care Milestone. Milestone have been looking at ways of improving their support planning and evaluation processes which ultimately will improve the outcomes and goals of their client group. The service could be further improved by:

- clarity of tasks that Milestone staff are able to undertake whilst a service user is resident (i.e. ensuring appointments are attended, calling the benefits agency with the service user when there are issues, encouraging service users to engage with activities in local area as well as within Milestone).
- a focus on improving service user's situations upon discharge, to help reduce social isolation in their own community rather than creating too much of a dependency on Milestone.
- Improving the sharing of support plans.

Self assessment

We did not ask services to submit a self-assessment for this inspection year. Instead, we are asking services about their improvement plan.

The manager discussed future plans for the ongoing development of the organisation and this service. The service was aware of the newly launched Health and Social Care Standards. The new standards will be used from April 2018. When planning, the service could consider if any improvements are needed in order to meet these. The standards are available at: <http://www.newcarestandards.scot/>

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

People received a high quality, specialist, residential service. People said they were very happy with the service and expressed how important it was to them.

Assessment for the service was carried out jointly with social work and admissions were agreed by a panel. Support plans were discussed and agreed on each admission, taking into account people's needs, wishes and goals. People understood the support they would get to work towards these. Each person had a weekly meeting to review their progress and to check that they were satisfied with their stay.

Admissions were generally planned although the service could also respond in crisis situations. A rating system was used both prior to and during admission, to identify and address risk and distress. This informed the weekly occupancy levels.

People experienced a high level of consistency of support from a small and settled team. There were excellent systems for staff to communicate with each other so that important information was passed on.

People felt safe, cared for and valued. This enabled them to:

- complete a course of treatment
- take time out from stressful living situations
- to be supported with health issues
- rest, eat well and manage their medication
- focus on ways to address any problems they faced, for example with housing
- connect with each other and gain peer support and feel less isolated
- explore or re-connect with interests and hobbies
- make future plans.

People received excellent information and up to date advice about new treatments and likely side effects. This was provided in an honest, reassuring way, in a non medical setting, which helped reduce anxiety and likely take up of treatment programmes.

A series of pre-planned respite breaks was proving to be very effective for some people as this helped them to maintain their progress in between each stay. Staff said that this made successive breaks more productive.

Close liaison and cooperation with professionals and partner agencies also contributed to successful outcomes for people. This included communicating any adult protection concerns appropriately.

Staff showed warmth, compassion and respect for people. Combined with in-depth knowledge this contributed to people's positive experience of the service.

- "There are always staff around to reassure you. The staff are amazing, very professional and very respectful. They treat service users as an equal. They are always on hand if you are upset and need to talk and they go that extra mile. Nothing is too much trouble. I couldn't have got through what I have without them. I have come on leaps and bounds with the encouragement and I will never be able to thank them enough. They encourage you to achieve what goals have been set for you. Bit by bit the staff are making me stronger. They encourage you to take things step by step but in no way make you do anything you are uncomfortable with. If the staff were unable to assist they always directed me to services that they thought would best suit my needs".

Team members were highly motivated, worked well together and felt well supported. They had daily contact with managers, but were confident and capable working autonomously, with access to management back up. All staff were qualified and registered with the Scottish Social Services Council (SSSC). Records showed productive team meetings. Staff confirmed that supervision was helpful in the development of their practice. The service invested in staff training. For example, they had attended a recent refresher on administering the rescue medication - naloxone.

People could be confident that the service was very well managed. The service was a learning organisation. For example: during the inspection there was a fire evacuation, followed by a de-brief so that any points could be learned; a medication error had been fully investigated and reported and remedial action taken to improve systems.

The service measured and collated information on the overall outcomes achieved.

What the service could do better

The service agreed to look at the suggestions for improvement from professionals and to advise service users about how staffing levels are determined and first aid arrangements.

We welcomed the provider's plans to establish an individual staff appraisal/work plan review.

We discussed how the service could offer sufficient learning and development opportunities for staff to meet the ongoing conditions for registration with SSSC.

We discussed ways in which the service could record ad hoc supervision.

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	
31 Oct 2016	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
28 Jan 2016	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
12 Dec 2014	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
23 Jan 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
12 Dec 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.