

Brothers of Charity Services (Scotland) - Together Borders - Area Two Housing Support Service

Triest House
Bridge Street
Galashiels
TD1 1SW

Telephone: 01896 661200

Type of inspection: Unannounced
Inspection completed on: 23 November 2017

Service provided by:
The Brothers of Charity Services
(Scotland)

Service provider number:
SP2008010095

Care service number:
CS2008192028

About the service

The service has been registered since 2009.

Brothers of Charity Services (Scotland) - Together Borders - Area Two is a combined housing support and care at home service for people with a learning disability, living in the Scottish Borders.

The service is provided across the Scottish Borders, including Gattonside, Galashiels, Earlston and Selkirk. At the time of inspection there were 48 people receiving support.

The service is part of a range of support services, care home services, social enterprises and care at home / housing support services provided by the Brothers of Charity, for adults with a learning disability. The website describes this organisation as Christian in origin, but which supports people from all faith communities as well as those with no religious beliefs. The organisation's headquarters in Scotland is located in the central Borders town of Galashiels.

The organisation has as its vision, "a society where everyone belongs and is valued for who they are". Its mission is, "To support people to lead their own lives and achieve their dreams and goals". The service aims to, "support you to maintain and develop your skills and live your life to the full".

What people told us

We met and spent time with twelve people who received support. Some were able to tell us about their care and comments included;

"I gave a presentation at a staff meeting - I enjoyed this"

"Staff are very good".

"I am happy here. The staff help me with cooking, I like to make porridge".

"Staff help us take turn about to get the shopping. I am on a low fat diet".

"It's good as we always have the same staff".

"I am fine".

"I get support every day. I need help to go shopping because I am a diabetic".

"I've had lots of holidays and trips. I went to stay on a boat in Glasgow - I really enjoyed that. I also went to the transport museum - that was fantastic!"

"I have the same staff and they help me go swimming".

"I need routine to keep me well. It is important to know of any staff changes, otherwise I get very anxious".

Where people were unable to communicate verbally we observed them to be relaxed and at ease with the support from staff and within their environment. It was evident that staff supported people in a kind, caring and respectful way and that they knew individual's support needs very well. We saw that staff had built positive and trusting relationships with the people they supported.

Family's comments included;

"It was a really excellent transition from the school. He has settled in really well and happy there. The staff are great - they have had a lot of training to meet his needs. The manager is really good - very hands on and really supportive".

"Always willing to adapt hours etc to meet my son's needs, especially at times of family crisis". Staff members are always friendly and polite. My son always has enjoyable and constructive time spent with carers".

Self assessment

We are not requesting self-assessments from providers for this inspection year. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan are considered throughout the inspection.

From 1 April 2018 the new "Health and Social Care Standards will replace the existing Care Standards. These Standards seek to provide better outcomes for people who experience care and services should now be familiarising themselves with these. We would encourage services to prepare for the implementation of the standards by working with staff and people experiencing care to raise awareness and explore what they mean in their specific setting, and consider how they impact on their work.

From this inspection we graded this service as:

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

What the service does well

The service continued to provide very good care and support in a person centred way which not only met individual's needs, but promoted positive outcomes in all areas of their lives.

The service worked in close consultation with other professionals to ensure positive healthcare outcomes for each person. The training provided for staff ensured they could competently support people to meet their individual, and often complex healthcare needs in a safe and consistent way.

People were supported in a kind, respectful and caring manner in a way that promoted their involvement and enabled them to be in control of their support.

A key strength was the way in which people were empowered to actively influence their individual support, for example delivering training to staff specific to their needs. This gave them a real sense of pride, confidence and ownership.

The service was proactive in considering how the new Health and Social Care Standards would impact on their work to provide better outcomes for the people they supported. The principles underpinning each standard were discussed during staff meetings which we considered to be a very good way for the service to prepare for the new standards in April 2018.

Managers were described by staff as supportive, approachable and receptive to suggestions. There was a real genuine commitment to staff training and other support systems, such as one to one and team meetings. We observed staff to be motivated, committed and genuinely care for the people they supported.

There were very good systems in place to monitor and evaluate the quality of the service provided to ensure this continually promoted the best possible outcomes for people. These included regular monitoring of finances, medication, support plans, risk assessments, care reviews and incidents which ensured people were supported to be as safe and healthy as possible.

We concluded that people were supported very well to meet their needs, wishes and choices in a supportive and safe environment which enabled them to lead safe, healthy, happy and active lives.

What the service could do better

More robust information is needed in medication support plans specifically where medication is administered in an alternative format.

People were supported to manage their finances in a way that met their individual needs and choices. Robust systems and checks were also in place to ensure this was carried out consistently and safely. The service should review their current policies and develop a comprehensive financial policy and procedure for the management of service user's finances.

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	
20 Mar 2017	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
20 Jan 2016	Announced (short notice)	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent

Date	Type	Gradings	
6 Feb 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
27 Feb 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
5 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
23 Mar 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
19 Oct 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
25 Jan 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good

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Care Inspectorate
Compass House
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Dundee
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