

Deaf Action - Outreach Visiting Support Service Housing Support Service

7/2 Slateford Green
Edinburgh
EH14 1NE

Telephone: 0131 442 6924

Type of inspection: Unannounced
Inspection completed on: 15 November 2017

Service provided by:
Deaf Action

Service provider number:
SP2003003633

Care service number:
CS2004068811

About the service

Deaf Action Outreach Visiting Support and Support Service - Care at Home provide housing support and care at home to people who are deaf or hearing impaired. The services have been operating since 2004 and registered with the Care Inspectorate when the Care Inspectorate was formed in 2011.

The service supports people living in a cluster of flats in Slateford Green, Edinburgh and in their own homes in Edinburgh, Mid, East and West Lothian. Most people use British Sign Language. Support with communication is integral to everyone's support. At the time of our inspection the service was supporting 50 people.

Deaf Action's mission is to "raise awareness of the needs and rights of deaf people, challenge discrimination and provide services to promote independence and quality of life".

What people told us

We received twelve care standard questionnaires from people the service supports and/or their families. They all agreed they were happy with the care and support they got from the service. Nine of the twelve strongly agreed with this. Everyone agreed, most people strongly agreeing, they had a support plan that detailed their needs and preferences, staff had the skills to support them and staff treated them with respect. Comments included:

"I am really happy with the service my sister-in-law receives. (Name) is very happy with the support she gets."

We met five people the service supports during our inspection. We were impressed by how positive people were about their care and support and the staff supporting them. They said,

"I find this service helpful. Staff support me with shopping, letters and phone calls. I feel comfortable asking staff for help.....I get on well with staff".

"I am happy and I like it how it is".

"I have good friends here, people to speak to. Friends I have known for a long time. I go out with my friends regularly.....The staff were very supportive when I was in hospital".

Two people commented about recent staff changes and that they weren't sure who their keyworker was. The manager was able to clarify this for them. The service continues to focus on recruitment and retention of staff so that people can experience consistency and continuity in their support.

Self assessment

We are not asking services to submit a self-assessment for this inspection year. Instead, we asked the service for their improvement or development plan and discussed any improvements they have made or intend to make. We highlighted the new Health and Social Care Standards,

"My support, my life", which we will inspect against from April 2018. We encouraged the service to use these standards to plan how they can continue to develop and improve the service.

From this inspection we graded this service as:

Quality of care and support

5 - Very Good

Quality of staffing

5 - Very Good

Quality of management and leadership

not assessed

What the service does well

People were very happy with the quality of care and support they got from the service. They told us about things they did with support that were important to them. These included dealing with letters and phone calls, doing shopping and other household chores, keeping in touch with friends and family, getting out and about and doing things they enjoyed doing. People spoke about feeling more confident and independent as a result of support. The service encouraged people to be active, eat well and use health services regularly so they could be as well as possible.

Everyone's support was personal to them. The service had improved people's support plans. They focused more on what the person wanted to achieve and the support they needed and wanted with this. They were more organised so information was easier to find.

Being active in the deaf community was important for people. The service was very good at supporting this. They also made sure people were included in the wider community, using the services and facilities everyone uses.

People felt able to be involved in decisions about their life. The service continued to make sure staff could communicate with and on behalf of people who used British Sign Language. New staff were supported to learn BSL if they didn't already use it. The service had a good balance of deaf and hearing staff in the team. The deaf staff brought communication expertise, an awareness of the challenges deaf people face and a greater understanding of the deaf community.

Staff were warm, compassionate and caring. People felt they could trust staff supporting them. They had a very positive relationship with their key worker. They felt listened to, valued and respected. People said:

"I get on well with staff".
"Staff are very helpful".

People felt confident staff had the skills to support them. The service had continued to improve staff's support. Staff had regular 1:1 meetings with their support development leader, where they could discuss their practice and learning needs. One of the support development leaders was deaf, which was positive in supporting deaf staff and demonstrated clearly that deaf staff were valued in the service. People experienced a warm and welcoming atmosphere in the service. Regular staff meetings had been re-established, improving working relationships in the team. Staff and managers were very friendly and made people feel welcome. Managers were available to have a chat or answer any questions or concerns from people the service supports and staff.

What the service could do better

The service could further develop outcomes focused support review, to make sure people's support is right for them.

They need to make sure they complete performance review and development planning with all staff. They have already begun to explore opportunities for more learning in topics that staff have said they need more knowledge about. These include things like mental health awareness and supporting people who are deaf blind.

The service plans to develop quality audit, including the views of people they support, over the next year.

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	
30 Nov 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
10 Dec 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
28 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
27 Feb 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
19 Feb 2013	Announced (short notice)	Care and support Environment	5 - Very good Not assessed

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 Aug 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
12 Mar 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
24 Mar 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - 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.