

## Meiklehill Housing Support Service

East Dunbartonshire Council HQ  
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Type of inspection: Unannounced  
Inspection completed on: 1 November 2017

**Service provided by:**  
East Dunbartonshire Council

**Service provider number:**  
SP2003003380

**Care service number:**  
CS2004058395

## About the service

Meiklehill is registered with the Care Inspectorate as a Housing Support and Support Service (Care at Home). The service was registered with the Care Inspectorate on 1 April 2011. It is registered to provide a service to adults with learning disabilities living in their own homes and in the community

The service operates from two locations in East Dunbartonshire. One part of the service supports one individual in their own home in Kirkintilloch. The other part of the service, (named Pineview), is located in a house in Bearsden that has the capacity to support three people. There was one person living in Kirkintilloch and two people living in Pineview at the time of our inspection. Pineview was integrated into the registration for Meiklehill when East Dunbartonshire Council took over its operation in December 2016 from another organisation. For the purpose of this report we will refer to each part of the service as Kirkintilloch and Pine View.

The aims of the service include supporting the individual to achieve increased independence, use community resources, maintain local supports and friendships and make use of and be part of the local community

## What people told us

For this inspection we received views from three people using the service. One person gave their views via a care standard questionnaire that we sent to the service. We also spoke with two people using the service when we visited.

We met with one relative during our inspection and spoke with two other family members by telephone. Everyone that we spoke with and who completed a questionnaire were very positive about the quality of care and support that the service provided.

Paraphrased comments from relatives of people living in the service included:

"it is fantastic what the staff have been doing. "

"the team leader has a good grip on matters."

"There are some anxieties about the future of the service. "

"We are always involved in decisions about our relatives care. "

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	3 - Adequate
Quality of management and leadership	4 - Good

## What the service does well

The service engaged and communicated very well with people they supported and their families. This meant that people who used the service were closely involved in day-to-day decisions about the planning and delivery of their own care and support.

Personal planning was generally well organised, meaningful and informative. Staff made very good use of communication plans and behaviour support plans. This meant that staff used care plans that were accurate and that were person-centred to inform their day-to-day practice. This in turn helped staff support people to achieve their individual goals and to maximise their potential.

We saw very good examples of staff in Pineview and Kirkintilloch supporting people to take part in structured activities that took account of individual preferences and that also promoted healthy lifestyle choices.

The provider recruited new staff using appropriate procedures. This meant that people were employed only after the service had interviewed them, assessed their abilities and carried out relevant background checks.

We examined how the service supported and safeguarded people with their medication and to manage their money. Overall, the systems in place were good. We suggested an external audit of both areas would be good practice and would enhance the existing procedures.

There was good management oversight of both parts of the service. The registered manager was accessible to both locations and had frequent contact with staff in both areas. In Pineview the team leader and senior staff presence was also good. Staff confirmed that this meant they had good access to guidance and support from senior staff. We also received positive feedback from relatives about the management approach of the team leader in Pineview.

## What the service could do better

Some personal plans in Pineview had handwritten changes that were not consistently signed and dated. This meant that it was unclear who made decisions about changes to support and when such changes were agreed. The team leader agreed to support staff to address this.

There were some barriers to staff training and development in Pineview that was not evident in Kirkintilloch. Staff told us this was due to the service prioritising care and support over training when staff cover was reduced. The provider was recruiting more staff at the time of our inspection.

As a result of this some staff had not participated in key training in a timely way. Examples included staff in

Pineview who had no training in autism, promoting positive behaviour or adult support and protection. Pineview also lacked a detailed staff training plan that was linked to individual learning objectives for each staff member. Senior staff also acknowledged that some staff had not taken part in staff supervision for similar reasons. However staff that we spoke with indicated that informal support from senior staff was very good. (see recommendations 1 and 2).

Staff at Pineview had participated in care reviews organised by social work. However the service had been experiencing difficulties getting minutes or reports that detailed what was discussed at reviews. We recommended that the service keep their own record of what was discussed so that this could be shared sooner with people in the absence of minutes from other agencies.

We discussed the local authority's autism strategy and how it linked with The Scottish Strategy for Autism, (see <http://www.autismstrategyscotland.org.uk/>) . The service had a copy of the strategy but not all staff in Pineview were familiar with it. We asked the team leader to raise awareness of the strategy and it's relevance to the service with all staff.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. The provider should ensure that all staff in Pineview participate in key training in a timely way. The service should develop and implement a staff training plan that is relevant to the needs of people using the service. Such a plan should also be linked to the individual learning objectives for each staff member.

National Care Standards, Care at home, Standard 4 - Management and staffing arrangements.

2. The service should ensure that staff participate in supervision in line with organisational policy. It should ensure that records of supervision sessions accurately reflect the discussions that take place.

National Care Standards, Care at home, Standard 4 - Management and staffing arrangements.

## 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	
24 Oct 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
17 Aug 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
31 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
5 Dec 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 3 - Adequate
8 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 3 - Adequate
23 Jul 2010	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
7 Jan 2010	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good 5 - Very good
12 Jun 2008		Care and support Environment Staffing	5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good

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