

Inspire Peterhead Housing Support Service

Inspire (Partnership through Life)
5 North Street
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Telephone: 01779 477532

Type of inspection: Unannounced
Inspection completed on: 6 December 2017

Service provided by:
Inspire (Partnership Through Life) Ltd

Service provider number:
SP2003000031

Care service number:
CS2010279585

About the service

Inspire aims to empower the life choices of adults, young people and children with learning disabilities and additional support needs in North East Scotland.

Inspire Peterhead provided a combined housing support and care at home service to people living in their own homes across the small coastal town of Peterhead. People supported by the service lived either in shared accommodation or individual flats. At the time of this inspection there were 11 people being supported by the service. The service is at a development stage and hopes to expand the service to others in their community.

Inspire state their purpose as: "We support people in a variety of settings, from enabling individuals and their families to plan for current and future support needs, using person-centred planning, to providing self-directed support to help people achieve their chosen outcomes".

What people told us

We sent five Care Standards Questionnaires to the manager to distribute to people using the service of which four was returned. Relatives or carers completed some of the questionnaires on behalf of the people using the service. On review 100% said that they were happy with the service provided and the staff treated them with dignity.

Some of the comments made by people were:

- "I love living here at Inspire Peterhead".
- "I am very happy with the staff".
- "Staff supported me to lose 2 stone, they help keep me motivated and support me to plan and cook my meals".

At the time of inspection, we met four supported people who welcomed us into the service. The supported people talked about the positive experience being supported by this service. That staff encouraged and gave great support become healthy and independent. The atmosphere was very positive and energetic.

Self assessment

The Care Inspectorate is changing the way it inspects care services and did not ask the service to provide a self assessment for this inspection. Issues relating to quality assurance, acting on feedback from people using the service, and the quality of the service's improvement plan are considered below.

From this inspection we graded this service as:

| | |
|--------------------------------------|--------------|
| Quality of care and support | 4 – Good |
| Quality of staffing | 4 – Good |
| Quality of management and leadership | not assessed |

What the service does well

We found that there were good standards of care and support as well as staffing being provided at Inspire Peterhead.

The service had a clear plan of direction; the service had clear plans for helping people to become as independent as possible. We saw evidence of the service supporting people to develop and achieve outcomes. One supported person was supported to make lifestyle changes to improve their health, which enabled them to be more independent and get out in the community more. Another supported person was supported to find new day activities which motivated them and lifted their mood to become more motivated, confident and happy with their situation.

We found that the management and staff had developed good relationships of trust and respect with people using the service. We came to this conclusion after talking to supported people. This provided welcome and helpful reassurances to those who relied on this service. During the inspection, there was a positive atmosphere and we saw many pleasant and cheerful interactions between staff and the people they were supporting. The new office promotes an open door policy and supported people frequently dropped in. Staff took time to stop and respond to the people they supported. People felt safe and relaxed being supported by this service.

Staff took on a leadership role and ensured the service ran effectively. Staff came across as confident and supportive of each other. Staff demonstrated confidence in making decisions, were committed to their work and tried hard to ensure that all supported people had access to suitable support. Management ensured that staff were well supported and offered a number of training opportunities for staff development. We saw evidence of staff being supported and coached into keyworking roles.

There was an effective quality assurance system in place that enabled the service to evaluate its quality and performance based on evidence such as regular feedback from people using the service, their carers and others.

What the service could do better

There were agreed outcomes in place for people using the service, but these could have been better linked to the support plans and progress evidenced towards meeting these could have been better recorded. Putting outcomes at the heart of the support planning helps to make sure that people are being supported in the areas they see as being the most important. The management had new paperwork that they were working towards introducing to better evidence the development of outcomes.

We found a lack of dates and the signing of records while looking at support plans. The participation of documents should be documented in ways, which are acceptable to the people supported. This would ensure that staff were working with the most up to date information. The management had plans in place to capture this.

Since the last inspection, there had been a significant staff turnover and it was unclear what affect that had placed on the service being provided. There were plans in place to ensure all new staff that were waiting for employment start dates had a robust induction and shadowing programme for meeting the needs of supported people.

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 | |
|-------------|--------------------------|---------------------------|---------------|
| 24 Oct 2016 | Unannounced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | Not assessed |
| | | Management and leadership | 5 - Very good |
| 22 Mar 2016 | Announced (short notice) | Care and support | 4 - Good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 27 Jun 2014 | Announced (short notice) | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 1 Jul 2013 | Announced (short notice) | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 4 Oct 2012 | Announced | Care and support | 4 - Good |
| | | Environment | Not assessed |
| | | Staffing | 4 - Good |
| | | Management and leadership | 4 - Good |

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