

Dundee City Council - Supported Living Team

Housing Support Service

Claverhouse Social Work Department
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Dundee
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Telephone: 01382 307527

Type of inspection: Unannounced
Inspection completed on: 12 December 2017

Service provided by:
Dundee City Council

Service provider number:
SP2003004034

Care service number:
CS2005108069

About the service

The service is provided by Dundee City Council to people with learning disabilities requiring care and housing support services in their own home. The service aims to meet the needs and development potential of its service users. The service is provided by four staff teams to support people in four community bases.

What people told us

Six service users, one visiting relative and one care manager were spoken with during this inspection. They all spoke and/or communicated very positively about the service. Here are some of the comments they made:-

Service users:

- The staff are nice – they help me in my home.
- I like to go for bus trips.
- I am in a walking group and staff take me out for lunch.
- I have two keyworkers.
- I like living here.
- The staff are great.
- This is a really good service.
- I feel safe here.
- Yes they help me to cook my own food.
- We go shopping for my food.
- Yes I went on holiday this year.

Visiting relative:

- Without this place we'd be lost.
- Always made to feel welcome when we visit.
- It's just like family we can share our feelings with them.
- Any issues are sorted out immediately.

Care Manager:

- The inspector observed a review meeting at which the care manager was present. He expressed his satisfaction at the outcomes expressed in the meeting for the service user he represented.

Self assessment

A self assessment was not required to be completed at this inspection; however the service spoke about their goals and aspirations for the forthcoming year. The team had identified some of the strengths and areas that they wanted to develop using their annual improvement plan.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

What the service does well

The service had an excellent level of care and support for its customers and its quality of staffing was also excellent. We were impressed with the consistently good feedback, the real promotion of person centred support and culture of professionalism and compassion promoted by staff. Here are some examples of the strengths:-

- Support plans used by the service were outcome focussed and person centred. There was a high level of detail in relation to specific support, risk assessments and monitoring outcomes via reviews. One service user had a rare medical condition and staff knew all about it and plans were in place for his care in relation to this.
- There was evidence of the service working with external health and social work professionals such as community nurses, care managers and psychologists. A review meeting was observed with care manager present on one of the inspection days.
- Though the people supported all had complex needs they were supported to live as full a life as possible. The inspector saw evidence of trips out, holidays, keep fit classes, attendance at football matches, shopping trips, pub visits, family visits and social events within the services. The inspector was impressed with how staff would encourage people to try new activities.
- The service was very well resourced with most service users getting a lot of one-one attention. Where there were staff shortages the service had systems in place to fill the gaps effectively.
- Observation of staff practice showed them to be confident and compassionate in their relationships with people. Staff spoken with had excellent care values and knew how to promote good practice and challenge poor practice.
- Staff were well supported via regular supervision, appraisal, team meetings, training and encouragement to use their particular skills. Staff spoken with understood the ethos of the service and felt they were part of a supportive, effective and professional team.

Every component of this service, from staff support to service user enablement was characterised by a flexible, well-informed, innovative, professional and person centred approach to care. This culture was evident throughout as was its commitment to continual improvement. Even where agency or bank staff were having to be used the pervading culture ensured they fitted in with the way this service liked things to be done. This is why a grade of excellent has been given here.

What the service could do better

Some discussion was held with the manager of the service around use of improvement projects whereby a service could identify areas for improvement and set up a project to address them. We signposted her to some work being done in the Care Inspectorate around physical activity which used this approach <http://hub.careinspectorate.com/improvement/care-about-physical-activity/>.

The inspector noted that though support plans were outcome focussed they did not use explicit outcomes wording (which their review minutes did). This was something to look at by way of fine tuning the administration of care plans.

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	
22 Dec 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
29 Jan 2016	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
9 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
17 Jan 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
28 Feb 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
25 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
8 May 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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