

Falkirk Council Housing with Care Service Housing Support Service

Dorrator Court
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Camelon
Falkirk
FK1 4AY

Telephone: 01324 670223

Type of inspection: Unannounced
Inspection completed on: 9 February 2018

Service provided by:
Falkirk Council

Service provider number:
SP2004006884

Care service number:
CS2007144736

About the service

Falkirk Council Housing with Care Service provides a combined Housing Support and Care at Home service. Housing with Care offers the tenant/service user the opportunity to live their lives as independently as they can in their own flat/bedsit, whilst having onsite staff to support their personal care and support needs. At this time, staff are not onsite overnight and any overnight care is provided on an 'as required' basis through Falkirk Council Mobile Emergency Care Service (MECS).

Applications can be made through the housing department. The service is provided to people with many different needs, including older people and adults with general physical frailty, dementia, enduring mental health problems, and physical disabilities. Some of the people choosing this housing would have been assessed as being at risk in their own homes.

Not all people living in the complexes require care and support from the staff team, but are most welcome to be involved in the social activities and events. People receiving support and care are known as 'service users'. For the purpose of this report, people using the care service will be referred to as 'service users'.

There are currently four housing with care complexes across the Falkirk Council area providing support to service users as required; Dorrator Court, Glenfuir Court, Glenbrae Court and Tygetshaugh Court. The service also provides a reablement service which is based at Tygetshaugh Court. The reablement service has been introduced to support people being discharged from hospital (or having difficulties in their own home) to regain the confidence and skills to enable them to return home.

The aims of the service include;

- to provide a safe and secure environment, that allows older people to live independently in their own home with peace of mind.
- to have housing with care staff to meet service users assessed needs such as personal care, domestic care, food and nutrition, social support and medication prompts.

What people told us

Prior to the inspection we were invited to attend a service users meeting where we spoke with six service users. At the time of inspection we spoke with seven service users from two sheltered housing complexes. We received 18 completed Care Standard Questionnaires from service users.

All responses from the CSQ's were positive with service users stating they were very happy or happy with the care and support provided.

Comments from the CSQ's, the service user meeting and those people we spoke individually with, included;

"I find the service extremely good in fact, I have no complaints of any kind"

"The staff are very caring, kind and helpful in all situations"

"The staff are a fantastic bunch and I have no complaints whatsoever"

"This is a wonderful place with staff that go above and beyond with caring for everyone, which gives peace of mind for all families"

"I feel the staff go over 100% to cater to all people in their care. Many thanks to all the staff who care for us, we really appreciate it"

"I live on my own but I know I am not on my own. The staff are so caring and helpful and there is always the opportunity to attend the various things that are going on so you see people all the time"

"An excellent service with caring and supportive staff. There should be more places like this for our elderly who are not quite ready for a care home"

"We are happy with the overall care and attention my (relative) gets, also the support for all the staff and management. Nothing ever seems a problem when asking anything that we want to know about. They go above and beyond and would always recommend this service"

"Management and staff are great. My (relative) gets the best care possible. I have no concerns. I can't thank them enough"

"I am always treated with respect and staff assist me with whatever I need and I know I can ask for more help if I need it"

Self assessment

The service had not been asked to complete a self assessment in advance of this inspection. We took into consideration previous self assessments and discussed with the manager their improvement plan and quality assurance paperwork. We encouraged the service to continue to develop their improvement plan to show priorities for development and how they were monitoring the overall quality of provision within the service.

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	4 - Good

What the service does well

We found overall the service continued to provide a very good quality of care and support, and a good level of management and leadership.

It is important that staff are competent and receive training that is relevant to the people they care for, ensuring service users feel valued and their needs are met. We visited two sheltered housing complexes and found that service users were receiving care and support appropriate to their needs. We saw that staff were skilled in delivering care and support and showed compassion and respect in their interactions with people.

Service users we spoke with told us that they felt their independence was acknowledged and supported but where help was required, this was readily available with staff responding to their individual care needs. This ensured that support was being provided according to the needs and wishes of the service users.

People using the service could be sure their health needs were being adequately supported. This was provided through access to services when required such as GP's and district nurses.

Mealtimes were an important part of the service users day. At this time service users met in the communal dining room and had the opportunity to engage with each other. This was a time where food and drink could be enjoyed in a sociable atmosphere. We saw that mealtimes were a positive experience and the quality of food was generally good with specific dietary requests catered for.

The management team had a very positive attitude to developing the service to continually improve the outcomes for the service users. We heard from staff and service users that the management team were very visible, approachable and responsive to any issues or concerns. Staff were supported to undertake training and development in line with good practice.

Team meetings were held monthly and staff felt comfortable in adding items to the agenda for discussion and actions were implemented following the meetings. This ensured staff felt appreciated and valued by management.

What the service could do better

Care plans should identify and direct staff as to how each person's support should be delivered. We found that care plans were detailed with identified outcomes within the Personal Outcomes Plan. However, we felt this plan could be further enhanced by providing more detail about the way that people would like their outcomes to be met and how staff should achieve this. There was also duplication of information within the care plan. The service provider should consider how to capture relevant information. We suggested the use of 'one page profiles' for the important information that a service user would want staff to know about. We will review care plans at the next inspection.

Staff followed guidance from Falkirk Council on how to provide medication support. We saw that the majority of people received prompts with medication and this was appropriate for their needs; however, we did see service users who did not have capacity to be prompted with medication and needed support with administration of medication. We understand that Falkirk Council are undertaking a review of medication support and guidance. We suggested that the provider carry out a robust assessment of the medication support needs of service users to identify the level of support required and ensure the correct level of support is being provided and any new guidance from Falkirk Council followed. We will monitor progress at the next inspection.

Looking at accident and incident records and falls management we saw that there were good detailed recordings, however not all incidents were being reported to the Care Inspectorate following the guidance about the notification eform system. We signposted the provider to the guidance for notifications to the Care Inspectorate.

We saw that the majority of staff had not yet begun the process of applying to join the Scottish Social Services Council (SSSC) register. The register is now open for all care at home and sheltered housing care staff. After discussion at the time of inspection, the manager agreed to implement a system to advise on the progress of applications to the SSSC. We will monitor this at the next inspection.

When looking at systems and processes it was clear that there was not an audit trail of all areas where actions and outcomes were identified. We have made a recommendation about audits and quality assurance. (recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to ensure that peoples health, and care and support needs are appropriately met, the service provider should develop and implement internal auditing systems to ensure effective oversight and monitoring of all aspects of the service. Where quality assurance activity identifies areas where improvement is needed, an action plan should be drawn up to show how this improvement will be achieved, and work signed off as completed.

This takes into account the National Care Standards; housing support services, Standard 3, 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.

Inspection and grading history

Date	Type	Gradings	
7 Mar 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
25 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
10 Dec 2014	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
17 Dec 2013	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
28 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
29 Mar 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
4 Mar 2009		Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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