

Smart Approach Project Housing Support Service

George Steven Centre
Craigton Road
Kilbirnie
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Telephone: 01505 683233

Type of inspection: Unannounced
Inspection completed on: 15 February 2018

Service provided by:
Salvation Army

Service provider number:
SP2004005634

Care service number:
CS2004074999

About the service

The SMART (Support in Maintaining A Realistic Tenancy) Approach Project is based in the George Steven Centre located in the North Ayrshire town of Kilbirnie. The service is provided by the Salvation Army and supports adults with learning disability.

The Project offers housing support and care at home services to those who predominantly reside in the Garnock Valley area of North Ayrshire. The aim of the service is to "Promote the personal development and independence of service users through empowerment."

Although the service is not a housing provider, they refer at times to those they support as 'tenants'. For the purposes of continuity, in this report we will refer to those receiving a service as service users. The registered manager of the service is the manager of the George Steven Centre with a dedicated Principal Project Worker and a small team of support workers.

The service also aims to "offer a person centred programme designed to meet the individual needs of service users referred to the project.

What people told us

During the inspection we spoke with nine service users in the George Stevens Day Centre who also use the SMART approach Project. Service users told us that they liked the staff, thought of them as friends, and said that staff knew their needs well.

We also received ten Care Inspectorate Questionnaires and most indications were positive, specific comments included:

'My staff are all Brilliant. Staff help me to live independently'

'I think the service provided to me is very good'

'My support is good because they help me with my shopping and my dinner'

One person indicated that they did not think staff had enough time to carry out the agreed support and care.

We also spoke with two family members who spoke positively about the service. They told us that their relative was supported on outings and socialising. They said that the service was reliable, and that staff knew their relatives needs well.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We did discuss their service development/improvement plan in this inspection.

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

We noted that service users had in place well-considered and person centred Support Plans which were supported by individual Risk Assessments. There was evidence that service users and carers were fully involved in the planning and review process. Reviews were carried out on a six monthly basis noting the progress made and areas for potential improvement in a number of identified areas or outcomes.

Service users and family members spoken with told us that they were very happy with the service they received and indicated that the support enabled them to enjoy a better quality of life, especially in terms of socialisation in the community and with their friends.

We also noted that service users were actively involved in the recruitment and training of staff particularly at the interview stage and during induction. The recruitment process for staff included the taking up of references and checks with the Protection of Vulnerable Groups Scheme.

Staff spoken with appeared caring, knowledgeable, and motivated. Support staff knew service users well and used their knowledge of their needs and wishes together with the agreed support plan to support each individual in a way which properly met their assessed support requirements. Staff told us about their training including courses which were relevant to specific service users needs. Relatives told us that it was important to them to know that staff knew how to respond if their relative became ill while receiving support.

The service had an Adult Support and Protection policy and procedure in place and training was given to staff. Other core training was provided.

The managers of the service employed a number of ways to gauge the opinion of service users and listen to their ideas and concerns over and above their daily engagement and contact with them. These included Tenant's Meetings, Team Meetings, Communication Notes and feedback from various sources.

We noted that the management actively promoted methodologies based upon an outcomes focus, and when we spoke with service users they were aware of what their individual outcomes were and were able to give examples of how they had been met.

What the service could do better

During the inspection we noted that the medication recording processes in place had the potential for transcription errors, and during the inspection we identified one such error in a record. This was discussed with senior staff at the inspection and best practice guidance sent to them. Senior staff stated that appropriate changes would be implemented.

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
3 Nov 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
3 Nov 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
19 Nov 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
31 Dec 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
9 Nov 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
28 Oct 2010	Announced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
20 Jan 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
12 Feb 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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