

16 Barlink Road, Elgin Housing Support Service

16 Barlink Road
Elgin
IV30 6HL

Telephone: 01343 548622

Type of inspection: Unannounced
Inspection completed on: 14 March 2018

Service provided by:
The Moray Council

Service provider number:
SP2003001892

Care service number:
CS2012306398

About the service

16 Barlink Road is a combined care at home and housing support service provided by the Moray Council in the Elgin area. The service provides support to four adults with learning disabilities who live in their own homes.

From the service's team plan, the aims and objectives were:

- Support service users and carers to participate in assessing and improving the service.
- Support the development of communication methods for both staff and service users.
- Promote positive health and well-being for service users and staff.
- Development of the workforce promoting excellence in care.
- Promote positive relationships with parents.

The service was registered with the Care Inspectorate on 16 October 2012.

What people told us

For this inspection, we gathered people's views in a variety of different ways. We asked the service to hand out the following prior to inspection:

- four care standards questionnaires for people who experience care from the service and two responses were received back, primarily completed by a family member for the person who received support,
- ten staff questionnaires and eight responses were received back.

During the inspection we met, or spoke with:

- four people who experienced support from the service,
- twelve staff members and
- three family members.

People who experienced care and support from the service were unable to give their views due to their communication needs. Three family members spoke with us during the inspection and some of the views they shared were:

- 'the one thing is the staff shortages'
- 'my XX receives very good care'
- 'I feel involved and kept up to date'
- 'very happy with the service and XX (the manager)'.

During the inspection we spent some time within people's homes and accompanied a person being supported out on an outing. These observations demonstrated the staff were knowledgeable and in touch with the needs of the people they were supporting. People appeared to be comfortable in their homes and seemed at ease with the staff who were supporting them.

Self assessment

Self-assessments are no longer requested from this type of service. The manager showed us their team plan which set out a number of areas the manager and provider were intending to improve or develop.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

People who experienced support from the service were being offered a good standard of care and support. Staff who worked in the service knew people they were supporting well, which meant they were able to support people to a good level. Support offered varied to the individual and staff were confident in their job roles.

A lot of the time people were supported by a specific individual staff member. This meant the person was supported consistently throughout the day. Staff were aware of people's abilities and took steps to ensure people were being included in choices or activities through the day. These were planned initially, but plans were adapted when someone wasn't feeling well or was showing some increased levels of distress. People who were supported by the service had access to their own cars. This meant they were able to easily access community resources which were important for their routines. Family members would often come in to support their loved ones, be this to be in their home, or to go to appointments or to support with an activity session, for example swimming.

People's needs were understood and these needs were met by staff during our time spent in people's homes. It was clear people's health needs were important and staff were quick to pick up if something was wrong, communicating this with family members.

The management team had been adapting daily recordings to try and support a wider awareness of how people were communicating through their day to day life. The information being noted was collected to try and analyse more when someone had showed signs of stress or distress. These actions meant a previous recommendation had been met.

Family members were involved routinely within the service. There were regular family meetings and contact was made outwith these meetings to keep parents up to date. At recruitment processes family members would sit on the interview panel and felt they were fully involved in the decision making process. This then allowed selected staff to take part in inductions, following further extensive shadow opportunities to allow them to get to know the individuals they would be supporting. Staff training was kept up to date and was reviewed regularly. The management team members organised staff supervision sessions and team meetings. These were both happening regularly. Staff observations within the service had demonstrated to us that staff were practicing to a very good standard.

What the service could do better

There had been some challenges which had affected the staffing levels available within the service. This was something that family members spoke of, and the management team agreed they were aware of this. The manager had a plan to look at recruitment within the service to increase the staff available to the service. The manager, team leader and staff team had helped cover when staffing levels were reduced.

People were being supported well around their individual outcomes and this was apparent when we observed some support. In some case files we found there was not enough detail to guide staff consistently about the support needed for an individual. Where support and care needs are high, this should be more clearly explained within someone's support documentation. There were some occasions where documentation needed to be reviewed and we asked the service to capture this in their case file audits to make sure it was up to date. Whilst carrying out these reviews it would be beneficial for the service to link better the support being offered to the individual's outcomes. This was not always clear within case files and should be developed and improved.

Specific to this, the service needed to develop and improve the communication plans for supported people and this was something the service had begun to do. People who were being supported by the service had complex communication needs and support and this was not always detailed enough within their support documentation. Staff at the service were communicating in practice to a good level, but this level of staff practice was not captured well enough within support documentation. There were some practical measures being put in place and we discussed some ways this could change to improve the outcome.

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
9 Mar 2017	Announced (short notice)	Care and support
		4 - Good
		Environment
		Not assessed
		Staffing
		4 - Good
		Management and leadership
		4 - Good

Date	Type	Gradings	
21 Mar 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 4 - Good
25 Feb 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
3 Oct 2013	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 4 - Good 4 - Good

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