

The Richmond Fellowship Scotland - Moray Housing Support Service

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Telephone: 01343 810601

Type of inspection: Unannounced
Inspection completed on: 2 March 2018

Service provided by:
The Richmond Fellowship Scotland
Limited

Service provider number:
SP2004006282

Care service number:
CS2004061431

About the service

The Richmond Fellowship Scotland - Moray is a combined care at home and housing support service for adults with learning disabilities, autistic spectrum disorder and Asperger's syndrome. The service is provided in people's own homes and the service was currently supporting three people.

The aim of the service is to work in partnership with each person, their family, friends, professionals and community groups as appropriate to develop independence, support to access community resources and housing opportunities.

The service was registered with the Care Inspectorate 4 April 2011.

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. Two completed questionnaires were received back,
- Six staff questionnaires. One completed questionnaire was received back.

During the inspection we spoke or met with:

- four people who experience support from the service,
- one family member and
- seven staff members.

Some of the views shared with us were:

- 'If I have any problems, I speak to the manager'
- 'I'm happy with my support'.

Due to the communication needs of some individuals who received support from the service, we were unable to gain everyone's views. Staff were supporting people throughout the day to meet their needs.

Self assessment

Self-assessments are no longer requested from this type of service. During the inspection we discussed with the manager the service improvement and development plans.

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

People who experienced support from the service were supported in the main by staff who knew them well. Staff worked in a manner which was responsive to changing needs and was caring. Staff observations demonstrated good levels of care and support.

Staff were offered regular staff supervision sessions and team meeting opportunities. Both of these facilitated forums where staff could talk about their job roles, their learning and development needs. There was a section of team meetings where supported people were discussed and appropriate minutes were logged of these discussions. The organisation cascaded a series of 'team bites' for discussion at team meetings and these focussed on best practice or policy.

Recordings written by staff told us they were good at responding to a change in someone, for example when staff felt someone was out of sorts, or showing behaviours which were concerning or unusual for the individual. When incidents or accidents occurred, the manager's response to these was supportive; for example they contacted staff to talk through the incident to check the individual was ok as well as the staff member.

People were being supported to be part of their local communities and were using a number of different local resources. People's days were structured in line with people's needs or outcomes and this was tailored to them individually. This was important within the house where people shared a tenancy as it meant they had individualised time with staff. To access these resources some people were using their own mobility vehicles or local buses to get from a to b. Staff were supporting people to meet their outcomes and this was demonstrated when we met some people. For example, when we met someone who had moved onto a different tenancy, whereby they were receiving less support.

Some of the support documentation we reviewed was really detailed, which was important to help guide and direct staff consistently to support people. We saw some evaluations of routines which had seen the outcome improve, for example around personal care. This had been refined to get it right for the individual which meant staff were able to support more frequently around this area.

What the service could do better

Elements of people's care and support documentation had not been updated and needed to be reviewed. The documentation that needed to be reviewed had a lot of relevant detail within it, but there had been some minor changes in the person's needs which needed to be captured onto the support documentation. This is particularly important for less familiar staff who should use documentation to guide how they should support someone consistently. The manager was aware of this and had taken measures to address this (**see Recommendation 1**).

Over the last few years there had been some changes to the way the service recorded people's care and support. The service needed to continue developing this to ensure they were using the care and support documentation to the fullest potential.

Some of the people the service supports were part of the Care Programme Approach (CPA) and CPA review meetings were happening regularly. The provider was asked to consider how they could develop a six monthly review report which could coincide with the CPA meeting. This would ensure they were reviewing all elements of the care and support for an individual and not arranging multiple meetings.

Within the setting of a shared tenancy there were a number of environmental restrictions which were in place to maintain a safe environment for one person. Appropriately, we were told the restrictions were recorded in one person's support documentation. However, as these restrictions had an impact on everyone sharing the tenancy, the provider needed to make sure the impact of the restrictions is assessed for all relevant individuals. This would mean the restrictions to the environment were listed within the other person's documentation and subject to review every six months at their review meetings.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager needs to make sure people's care and support needs are reviewed and kept up to date. To do this the manager should:

- ensure supported people's care and support, as well as their support documentation is reviewed every six months or sooner if their needs have changed.

National Care Standards, Care at Home: Standard 3 – Your personal plan and National Care Standards, Housing Support Services: Standard 4 – Housing support planning.

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
16 Feb 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership Not assessed Not assessed Not assessed Not assessed
13 Oct 2016	Unannounced	Care and support Environment Staffing 4 - Good Not assessed 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
11 Mar 2016	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
23 Oct 2015	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
30 Oct 2014	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
8 Jul 2013	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
7 Aug 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
3 Sep 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
9 Dec 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
11 Feb 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good

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