Shared Lives
Adult Placement Service

22 Dalrymple Street
Stranraer
DG9 7ER

Telephone: 01776 707212

Type of inspection: Announced (short notice)
Inspection completed on: 8 March 2018

Service provided by: The Richmond Fellowship Scotland Limited
Service provider number: SP2004006282

Care service number: CS2007143007
About the service

Shared Lives service is an adult placement service provided by The Richmond Fellowship Scotland (TRFS). The service was previously registered with the Care Commission on 30 January 2008 and transferred its registration to the Care Inspectorate on 1 April 2011.

The service is provided for people living throughout Dumfries and Galloway, but can also be used by people living in other areas. The service offers a choice of long or short-term respite placements, according to individual need, in shared lives carers homes. At the time of the inspection, a service was being provided to six people.

The service has an office base in Stranraer town centre. TRFS area manager is the registered manager of the service, a team manager oversees the delivery of the service and one part-time shared lives worker is in post to provide support to shared lives carers and adults in placement.

The service aims to promote independence, facilitate long-lasting community connections, improve health and wellbeing and provide support in a flexible way, tailored to meet individual needs.

What people told us

We met two shared lives carers at the Stranraer office base. Shared lives carers spoke positively about the support provided by the service.

We received four completed care standards questionnaires from adults in placement. We met with two people who were supported by shared lives carers. People told us they felt supported and enjoyed living with their shared lives carer.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection.

We looked at the services development plan and their quality assurance paperwork.

These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

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

Some people had been supported for many years by their shared lives carer. Supportive and positive relationships were observed between shared lives carers and people supported. People told us that they trusted their shared lives carer.
Support plans and risk assessment were in place which included outcomes people wished to achieve and how shared lives carers would support people to complete these.

People told us they were being supported to live as independently as possible. Review meetings took place, people felt that their views about their own situation were listened to and they had a say in how their health and social care needs were being met.

People had access to independent advocated for additional support.

We read 'Good News Stories' the service had documented, through speaking with people we heard what people had achieved and the difference this had made to peoples confidence and self-esteem.

Shared lives carers were recruited safely through a selection and matching process involving people supported; this ensured that a placement would be as successful as possible.

A shared lives worker met regularly with shared lives carers, they offered support and advice. Shared lives carers could contact the support worker whenever they needed to, people told us that communication with the service was good and they felt supported.

Meetings took place which provided opportunities to meet with other shared lives carers and people supported, sharing information, knowledge and experiences.

We found the very small staff team to be skilled and motivated to provide shared lives carers and adults in placement with very good support.

**What the service could do better**

Some improvements had been made within the service, but service development had been limited. The provider should look at the future development needs of the service to meet the needs of those wishing to access the adult placement service, in particular for short breaks.

We looked at the services accident and incident records and the Care Inspectorate notification history. We found that not all information had been passed to the Care Inspectorate as required. We referred the provider to the Care Inspectorate Guidance on Notification Reporting.

We discussed the completion of Protection of Vulnerable Group (PVG) scheme updates every three years for shared lives carers. The provider should complete checks for those that have not been updated within the last three years as recommended good practice.

We found that some of the support plans and risk assessments should include more detailed guidance on how risk could be reduced and or managed.

**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

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<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tr>
<td>21 Feb 2017</td>
<td>Announced (short notice)</td>
<td>Care and support: 4 - Good</td>
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<td></td>
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<td>Environment: Not assessed</td>
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<td></td>
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<td>Staffing: Not assessed</td>
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<td></td>
<td></td>
<td>Management and leadership: 4 - Good</td>
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<td>Management and leadership: 4 - Good</td>
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<td>18 Nov 2014</td>
<td>Unannounced</td>
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<td>Management and leadership: 5 - Very good</td>
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