

## Barony Armadale Service Housing Support Service

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Type of inspection: Announced (short notice)  
Inspection completed on: 20 March 2018

**Service provided by:**  
Barony Housing Association Limited

**Service provider number:**  
SP2003002629

**Care service number:**  
CS2004071977

## About the service

Barony Housing Support Service West Lothian was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The service supports people with learning disabilities, mental health problems, alcohol related brain damage and other vulnerable adults. The service operates across five staff teams to support people living in individual tenancies or in shared accommodation. Support staff are available to people using the service over a 24 hour period, seven days a week, as agreed in their individual support plans.

In 2016 the Provider Barony Housing Support Limited became part of the Wheatley Group.

The service's aims and objectives state:

- Provide high quality support and/or care to people within their own homes
- Ensure the service user is central to the care management process
- Treat all individuals with dignity and respect at all times
- Promote the individual's right to pursue independence, responsibilities and choice, where they do not conflict with any legal provision which applies to the service user
- Respect the equality and diversity of all service users
- Reassure all service users that all information will be treated in confidence and they will be informed of the basis on which information will be shared with others
- Work in collaboration with other agencies involved with the individual to ensure their needs are assessed and personal plans developed to address identified need.

## What people told us

In Dec 2017 we asked Barony to distribute questionnaires to people who they supported so that we could gather their views. We received fifteen completed questionnaire. All the respondents indicated that they were very satisfied with the support they received. They expressed this by commenting that;

I like going trips - I like going to shops.

I get good chances to ask questions at interviews and I help choose nice staff.

I Have good friends that take care for me here.

When I get worried I phone down and get cheered up.

I've been here 18 years and I'm not wanting to move out, I like it here too much.

Staff are brilliant, they take me out to places I like to go to. They look after me and listen to what I say. The support I get is good.

Since I have been a client of Barony (eleven years) I have always received the highest standards from both the support and office staff.

I am happy with the service.

During the course of the inspection we spoke with eight people who were supported in person and two by phone. We also met other people when we visited the households that they lived in and when we joined a service user focus group.

People told us that:

I like being here because I know I am loved.

I would like to bake more but staff don't have time.

My support worker will notice when I am unwell.

We are like a family.

My support worker keeps me right.

## Self assessment

We no longer ask the provider to complete a self-assessment. Some parts of the service had written service development plans to help them identify how the service would develop in the future and what action was needed to achieve this. There were plans to involve people who were being supported in this process.

## 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

It was clear that there was genuine mutual respect between support workers and the people who were being supported. We found that people took the opportunity to get to know each other and that they were interested in their skills, interests and personal strengths. This was reflected in peoples' support plans which gave clear information about what each individual wanted to achieve and how this could be realised. This meant that people were empowered to be as independent as they could be. People were relaxed in each others' company. People expressed a strong sense of feeling safe and reassured by the support they received.

People were encouraged to take responsibility for their own health and wellbeing and their choices around this were respected, for example healthy diets and regular blood tests. People were also supported to manage their medication according to their ability so that they could maintain their independence in this area. Support staff monitored the use of as required medication and shared this information with health professionals so that people received the right type and level of medication to keep them well.

People were well supported to keep themselves and others safe. Attention was paid to the impact of communal living and the need to consider the support needs and wellbeing of everyone in the household. Support staff had good working relationships with other professionals who helped them to do this.

Where people were living in shared accommodation there was a good balance between meeting the support needs of individuals and the group as a whole. People took part in house meetings to make decisions about what activities they were interested in or how meals should be organised.

Many of the people who are supported by Barony enjoyed being active in their local community. People explained that their support arrangements gave them the confidence and ability to take on new activities. For others the support helped them to maintain good relationships with their family. For some people the support meant that they were able to maintain a mainstream tenancy and have good relationships with neighbours. People were given the opportunity to be involved in some of Barony's organisational decisions. We found that this offered some people a strong sense of belonging and gave them confidence in their abilities.

Support workers and team managers were enthusiastic about their jobs and recognised the role they played in the wellbeing of the people they supported. They had opportunities to meet with each other and their line managers to discuss peoples' wellbeing and their own learning needs. They felt well supported by their peers, line managers and the organisation which meant that they acted with autonomy and offered the people they supported confidence.

Following a restructuring of a number of Barony's registered services the provider has submitted a request to vary the service's conditions of registration with the Care Inspectorate. The restructure will ensure that there are clearer lines of accountability and that people who use the service have a better understanding of how their support is organised.

## What the service could do better

Barony supports people with a range of support needs, many of whom experience mental health issues. Although Barony ensured that support workers were competent in their work by offering a varied training programme this did not include essential learning about mental health. We felt that this would add to support workers' ability to appreciate and support the needs of people experiencing mental health issues.

We found that where people made use of as required medication the guidance to help them and support workers know when they needed this could be clearer. This will ensure that people take medication at the right time and for the right reasons.

Depending on where support workers were based they had more or less opportunities to share information about peoples' support needs with their team manager and to discuss their development as a practitioner. The organisation should look to optimise these opportunities for all staff.

We found that the use of some rooms in the shared houses as a staff office was not in keeping with the principles of supporting people in their own homes. Barony's move to new offices where staff activities such as staff supervision, team meetings and the storage of staff documents and organisational policies will be able to take place, may help ensure that peoples' right to a homely environment be better respected.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
16 Feb 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
3 Dec 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
29 Sep 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
16 Jan 2014	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
30 Nov 2012	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
24 Nov 2010	Announced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed 5 - Very good
25 Mar 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
10 Feb 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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