

Greenwood Housing Support Service

Greenwood
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Campbeltown
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Telephone: 01586 553226

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

Service provided by:
Argyll and Bute Council

Service provider number:
SP2003003373

Care service number:
CS2011285812

About the service

Greenwood is registered to provide a combined Care at Home and Housing Support service for adults with learning difficulties and/or associated physical disabilities or mental health problem to adults living in their own homes and in the community. The service is based in the town of Campbeltown on the Kintyre Peninsula.

Greenwood was previously registered to provide a Care Home service.

The service's Aims and Objectives state:

"To provide tenants with the opportunity to improve their quality of life through greater independence via the provision of well planned, good quality accommodation and housing support, where each person has their own separate tenancy.

To work closely with tenants, listen to and do everything possible to put the interest of the tenants, with whom we work first and foremost in all that we do.

To continuously deliver a highly flexible, effective service that demonstratively makes a positive difference to those person's lives".

What people told us

At the time of the inspection the service supported 5 service users.

Before this inspection we received 3 completed Care Standards Questionnaires from service users. During our visit we met all service users and some were able to give us detailed feedback. We also spoke to one family carer and five staff members. Due to the limited verbal communication abilities of some service users we also took our observations of interactions into account.

We saw service users interacting with members of the team in a number of scenarios. We found these interactions to be warm, positive and professional at all times. Service users responded well to their support staff, demonstrating good relationships between service users and staff.

Overall service users, relatives and staff all made positive comments about the standard of care experienced at Greenwood.

Comments included:

'I am quite happy here''

'It's good here'.

'I like the staff and I like keeping them on their toes'.

'The atmosphere is always very good'.

'They do their best to support you as a family carer'.

Comments from the questionnaires included:

'I like my room and I keep it nice'.

'Food is good'.

'I feel good being here'.

'Home. It's like being at home here'.
 'Staff make me laugh'.
 'Sometimes it's a bit noisy'.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and 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 | 4 - Good |

What the service does well

We were encouraged by evidence of positive experiences gathered from observations, sampling of records, feedback from tenants and relatives and discussions with managers and staff. As a result we were confident that people experienced good outcomes while accessing care and support by the service.

People using services should be recognised as an expert in their own experiences, needs and wishes. We found that the service worked hard on getting to know the individual service users well and was able to build and maintain positive relationships with them. This included detailed life story information and evidence of making assessments, plans and reviews accessible for service users, for example through the use of pictures. A service user told us 'I am quite happy with the staff. They do their best'. Another service user said 'I know them well and they know me well'. We saw that service users experienced positive and supportive relationships with staff. This helped service users to feel settled in their environment and have a sense of wellbeing.

It is important that people get the most out of life because the people and service that supports and cares for them has an enabling attitude. We observed that the service encouraged and enabled service users to live an active life and to stay connected to their community. Service users were able to regularly use a well-equipped day centre within the same building. This gave them access to a variety of supported activities and enabled them to meet others. Staff also supported service users to access the local community for everyday or leisure activities. A service user said 'I often go into town'. Another service user told us 'I like going to the pub'. This supported the service users' sense of inclusion and confidence whilst it respected their individual preferences.

Service users should feel confident that staff are well-trained, confident and supported by their managers. The evidence we gathered during our inspection showed that the service provided a good range and quality of training opportunities for their staff. Staff confirmed to us that their training met their needs and helped them to support service users effectively. Where specialist training was required to meet specific individual needs of service users, the service worked well with other healthcare specialists to provide it. We saw that a recent example for that was training sessions with a speech and language therapist. This meant that staff felt that they possessed the necessary skills to support service users well and that they felt confident about their training opportunities.

People should experience a service that is well led and managed. We found that managers were effective, supportive and proactive in leading the service. Service users, relatives and staff confirmed to us that they were happy with how the service is managed. A relative told us that managers had been 'very supportive and accessible'. A service user said the managers were 'great'. We saw that managers had acted effectively on a requirement we made at the last inspection. A new schedule for supervision meetings with staff had been implemented. The service had also started to use reflective accounts to help staff with assessing their professional strengths and development needs. The managers' passionate and supportive leadership helped to provide service users with a competent, stable and supportive service.

What the service could do better

It is important that a service consistently maintains best practice when managing or administering medication. We found that the service overall managed service users' medication safely. However, we discussed with managers that a number of improvements should be made (see recommendation 1). We found that the introduction of protocols for all medication administered 'as required' could ensure that staff are provided with clearer instructions on when to give the medication. This could also improve the evaluation of the medication's effectiveness. We also discussed with managers that the service's medication audit system could be improved by ensuring that it effectively addresses known weaknesses and drives necessary changes in practice.

Personal outcomes are things that are important to people in their lives. We found that the way personal outcomes were formulated in individual support plans could be further improved. The sampled plans showed that some outcomes were well formulated whilst other were too focussed on identifying needs and problems. We discussed with managers that outcomes should acknowledge individual strengths, be measurable and reflect the person's contributions. We also saw that the four weekly reviews of planned actions and outcomes were sometimes not evaluative enough and tended to include repetitive phrases like 'no changes necessary'. A more evaluative approach is important to monitor progress against outcomes and could support learning and understanding about what kind of support works best for the service user.

We saw that the service had made progress with implementing regular supervision for staff and had also started to promote reflective practice. We encouraged the service to further progress this and to think about reviewing the service's policy for staff supervision. Staff told us that they did not always feel the need for individual supervision, because of the small size of the team and because they felt that their managers were very accessible. We suggested that the service could benefit from implementing alternating individual and group supervision. This could also help the team with addressing training needs as a group and to discuss and evaluate practice together.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should improve the management and documentation of medication. This should include, but not be limited to:

- implementation of protocols for all 'as required' medication. These protocols should include detailed descriptions of the circumstances that would require the medication to be administered
- ensuring that opening dates are consistently noted on topical medications and bottles of liquid medication
- ensuring that all handwritten entries on medication administration records are consistently dated and signed
- ensuring that audits effectively drive the improvement medication management and documentation.

This to ensure that care and support is consistent with the Health and Social Care Standards which state that any treatment or intervention I experience is safe and effective (HSCS 1.24).

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 |
|-------------|-------------|--|
| 24 May 2017 | Unannounced | Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate |
| 6 May 2016 | Unannounced | Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good |
| 14 May 2015 | Unannounced | Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good |
| 31 Jan 2013 | Unannounced | Care and support 4 - Good Environment Not assessed Staffing 4 - Good |

| Date | Type | Gradings | |
|------|------|---------------------------|----------|
| | | Management and leadership | 4 - Good |

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