

## ENABLE Scotland: Renfrewshire & Inverclyde Housing Support Service

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Type of inspection: Unannounced  
Inspection completed on: 20 June 2018

**Service provided by:**  
Enable Scotland (Leading the Way)

**Service provider number:**  
SP2003002584

**Care service number:**  
CS2004061942

## About the service

Enable Scotland (Leading the Way) Renfrewshire and Inverclyde is registered as a combined care at home and housing support service. It provides support to adults with a learning and physical disability living in their own home. The provider of the service is Enable Scotland. The service has been registered with the Care Inspectorate since 2011. The service is in the process of varying the conditions of registration to include supporting people with mental health issues, and to remove support of children.

The service covers the Renfrewshire and Inverclyde areas. At the time of the inspection 41 people were receiving support in the Renfrewshire area and one in Inverclyde. The packages of support vary depending on the needs of the individual and range from a few hours a week to twenty four hours a day. There are four staff teams.

The service aims to, "ensure that each person we support within the service has the choice and control to live the life that they wish to live and our values as an organisation will be key to supporting individuals to achieve their outcomes".

## What people told us

We visited six people living in their own home in Linwood, and we met with 10 people as part of a small group to discuss their views. We spoke with four relatives. Everyone we spoke to was very happy with the quality of the service as a whole. One person said "I'm happy with my support". One relative commented "I would recommend Enable to anyone, they are focused on the individual, very caring and supportive". Other comments from relatives included, "I appreciate everything they (staff) do, staff are all champions". "I'm very happy with the service, there's a good staff team".

One person made comment about a staffing issue which we passed onto the manager, and they agreed to look into the matter.

## Self assessment

We did not request a self assessment for this inspection. Instead, we discussed with the manager about completing an improvement plan to evidence how the service was moving forward. The manager agreed to put a plan in place.

## 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

People experienced very positive outcomes to support them achieve their full potential. For example, staff supported a young person to save and plan their budget. This led to the person securing their own tenancy, and being able to buy items for their home to make it more homely and comfortable. Staff encouraged and enabled people to maintain their independence for example; using public transport, going out and about being part of the community. This gave people more control and independence.

People's health needs were regularly assessed by competent staff who involved other professionals to ensure people's health needs were met. For example; medication was regularly reviewed to ensure people's medication was safe and effective. There was very good input from professionals to support people's mobility, sexual health needs, eating and drinking. One professional we spoke to told us that the service was 'fantastic' and that staff were very good at seeking advice so that people got the right support to improve or maintain their health. This level of input supported people to be as well as they could be.

People experienced warmth, kindness, compassion, and trust from the staff who supported them. People were comfortable around staff and if there were any issues these were dealt with promptly. People told us the staff were 'friendly', 'funny', 'reliable' and 'nice'. For example, one person said " staff leave it up to me, what I want to do". People overall were involved in choosing the staff who supported them. This helped match people and staff with similar interests. People had confidence in staff, and their views about who supported them were taken seriously.

Effective communication was in place to ensure that relevant people were involved and informed. This improved the support people experienced. For example, staff rota's were sent out well in advance, and some used photos which made it easier for people to identify staff. As much notice as possible was given if changes had to be made at short notice. Relatives told us that staff kept them informed of any changes or concerns. One relative said " I always find the staff helpful and efficient. We can contact Enable at any time if there are issues". Professionals told us about the " excellent communication" between managers, staff, people using the service and their relatives. Good communication ensured people's needs were met.

Overall, staff told us that they felt supported in their work. They received good training opportunities which promoted best practice. They could contact their line manager at any time for advice and support. This ensured that people were supported by staff who were confident and knowledgeable.

## What the service could do better

People should be involved in a review of their support needs at least every six months. This ensures that people's views are heard, their needs are up to date and the right support is given. We found that although some reviews had taken place this was not the same for everyone. The manager was aware that some reviews had not taken place and agreed to make improvements to the review system.

It is important that staff are registered with the Scottish Social Services Council (SSSC) when required to do so. We found three staff had not registered within the six month time scale. However, the manager and provider were pro-active to ensure improved systems were in place so that new staff could complete their applications on time to meet the six month requirement.

This reassures people using the service that staff are appropriately registered with their professional body and are safe to practice.

People's support plans, risk assessments and other documents should be up to date to reflect what support people require. We found some records had not been updated or evaluated, and some required signatures and dates to be added. The manager was aware of the issue which was due mainly to changes in staff. The manager agreed to review the documentation to ensure information was up to date.

## 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
27 Apr 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
25 Apr 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
28 May 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
2 Jun 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
6 May 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
6 Jun 2012	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
23 May 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
7 Apr 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
3 Jun 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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