

The Richmond Fellowship Scotland - Dumfries Housing Support Service

Locality Office
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Type of inspection: Unannounced
Inspection completed on: 25 May 2018

Service provided by:
The Richmond Fellowship Scotland
Limited

Service provider number:
SP2004006282

Care service number:
CS2004061383

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

The Richmond Fellowship Scotland - Dumfries (TRFS) is registered to provide housing support and care at home to adults in their own homes and in shared accommodation.

The service was previously registered with the Care Commission on 25 August 2004 and transferred its registration to the Care Inspectorate on 1 April 2011. At the time of the inspection, 142 adults were being supported by the service.

The service is a dispersed service covering Dumfries and Galloway which is a very large geographical area.

The registered manager co-ordinates the overall running of the service from the main office base in Dumfries.

Team managers manage the staff teams who provide direct support to people throughout the region.

Individual support ranges from a few hours per week to 24 hours a day for people living in the following areas of Dumfries and Galloway: Dumfries, Stewartry, Annandale and Eskdale, Newton Stewart and Stranraer.

The service aims include:

- To develop and deliver the best personal support that listens to what people want and achieve what matters to them.
- To work in partnership with each person, their family, friends, professionals and community groups to develop services, housing opportunities and communities which are inclusive, appropriate, flexible and responsive.

What people told us

Prior to the inspection, we issued satisfaction questionnaires. Eighteen were completed and returned by relatives or people supported by the service. Most of these told us that people agreed or strongly agreed that overall, they were happy with the quality of the care and support provided.

Three returned questionnaires told us that people were unhappy with aspects of the quality of care and support provided. These also told us that people were not confident that all the staff had the necessary skills to provide support.

At the time of the inspection, an inspection volunteer telephoned and spoke with relatives. Sixteen relatives spoke with us and provided their feedback on the service. Most of the relatives were complimentary about the staff and the service. A number of people said communication could improve, they told us that messages left on the answer machine were not always responded to and people told us they had little contact with senior staff or managers.

During the inspection, we spent time with fifteen people who were supported by the service. We joined a group of people for a picnic lunch in Dumfries and we visited people within their own homes in Dumfries, Beeswing, Newton Stewart and Stranraer.

People told us:

"I have a good level of support that I receive".

"I am very happy with my support and enjoy the company of all the staff who attend".

"Everything and everyone absolutely great".

"Friendly, reliable, dependable and helpful. Approachable and willing to listen and make changes when necessary to improve the service for me".

"I am very satisfied with my support and like my girls".

"We have found the carers try their best to meet her needs, indeed they often go way beyond the call of duty to help her to live a fulfilling life".

"Extremely happy with the service".

"I am very satisfied with the service at the moment".

"If I call and leave a message they don't always get back to you".

"I had to speak to the services as my brother wasn't happy with the staff changes".

"Very satisfied with the service, I couldn't fault them".

"The high staff turnover has been pretty bad".

"You cannot always get to speak with someone when you telephone; you have to leave a message".

"It is very difficult to get to speak with management".

"The management communication is more or less nothing".

Staff communicate with you but you can't get to speak to a senior manager, lately it's not been as good as it used to be".

"I am very happy with the service my daughter gets".

"As a family member I am very happy with the service".

"The main issue within the service is poor communication".

"We feel with a high turnover of staff the continuity of care cannot be maintained".

Self assessment

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

We looked at The Richmond Fellowship Scotland Action Plan for Dumfries and Galloway services.

This 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

The Richmond Fellowship Scotland - Dumfries service had a number of staff teams providing support across the region. Over the previous eighteen months, the service had increased in size and was providing more intense support in some areas. We found parts of the service were providing very good levels of support but this was not consistent across the region and we found some areas where improvements were required.

TRFS had a very good support plan model in place. We found some detailed support plans which provided step by step guidance on how to support the person. We also found the decision making guidance essential where people were unable to make their own choices or decisions.

Where appropriate, we found that family members were fully involved and liaised with in relation to people's care and support. Staff told us that they met with some relatives on a monthly basis.

Staff made referrals to other health care professionals who provided input. For example, district nurse, social work and specialist intellectual disability service. This helped to support people's health and well-being.

During the inspection, we heard positive feedback about the staff team from people supported and relatives. We observed interactions between staff and people supported which were courteous and respectful. We found the staff team to be welcoming and helpful.

Care and support was provided by a staff team who had been employed through a safe recruitment process. Some people supported by TRFS had been involved in the recruitment of staff and had been given a choice in the type of person they would like to support them.

All new employees completed an induction to the service and probationary period; this included core training to equip staff with the knowledge and competence required to support people. A continuous training programme refreshed staff knowledge with up to date best practice.

Staff had an understanding of the Scottish Social Services Council (SSSC). The provider was ensuring support staff were registered within the timescale set by the SSSC. We were confident that any areas of poor practice reported to the manager was addressed and reported to relevant professionals and bodies.

The service provider had a complaints policy and procedure in place, the service was able to evidence that the complaints received to the service had been fully investigated and concluded with a clear outcome.

What the service could do better

Some support plans contained a lot of information stored within a number of different files. Some support plans were incomplete, information was not up to date and risk assessments were not all person centred. Reviews took place but due to recording of information it was not always clear if the latest review notes were stored within the support plan. (See recommendation 1)

We carried out 'spot checks' and found some medication quantities were not recorded accurately and some recordings were not being made, these recording errors had not been identified and reported to senior staff. The internal reporting system evidenced some medication administration errors. (See recommendation 2)

In some areas, we found a lack of recorded information; daily notes made were basic and task orientated which made it difficult to evaluate if people's care and support was meeting their outcomes. We suggested staff would benefit from completing record keeping training.

The service had a number of policies, procedures and protocols in place which we found were not all being followed. For example, staff reported problems with the 'on call' procedure. This could have a negative outcome for people requiring 'as required medication' if the response time is delayed by protocols not being followed. The services quality assurance procedure had not identified an Adult with Incapacity certificate was out of date by a considerable length of time. People should feel confident that the service they are using is well led and managed.

Not all staff were complying with the services conditions of registration. The service provider must ensure that condition number 4. Staff will not use a service users home as an office base or as a venue for supervision/ appraisal or other staff meeting is adhered to.

Some staff told us they did not always feel supported. We also found that staff supervision was not happening consistently across the service. All staff had not met with a senior member of staff routinely to discuss their work practice or any issues or concerns. Staff should receive regular supervision as per TRFS policy to support them to develop and improve their work and reflect on their practice. (See recommendation 3)

The service provider should complete Protection of Vulnerable Group (PVG) scheme update checks regularly to strengthen existing adult protection procedures as per best practice.

Poor communication was raised by some staff and relatives as an issue, effective communication was particularly important at this time within the service due to a change of manager and high staff turnover. People should experience stability in their care and support from people who know their needs, choices and wishes, even if there are changes within the service or organisation.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The service provider should ensure that up to date support plans and person centred risk assessments are in place and contain clear guidance, support reviews should take place at least six monthly or earlier if required. Support plan information should be stored in a way which is accessible and easily understood by the reader.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states

"My personal plan (sometimes known as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

"I am fully involved in developing and reviewing my personal plan, which is always available to me" (HSCS 2.17).

2. The service provider should ensure that medication is administered and recorded accurately using systems in place.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states

"Any treatment or intervention that I experience is safe and effective". (HSCS1.24).

3. The service provider should ensure staff are supported through supervision, to identify areas where support is required to improve practice. This should include observed practice and competency checking.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states

"I experience high quality care and support based on relevant evidence, guidance and best practice". (HSCS4.11).

"I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

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
23 Jun 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
4 Jul 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
19 Jun 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
2 Jul 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
17 Jul 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
20 Jul 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 5 - Very good
8 Jun 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed

Date	Type	Gradings	
12 Jun 2009	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
4 Aug 2008	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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