

# Turning Point Scotland - Wigtownshire & Stewartry West Housing Support Service

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Telephone: 01671 401215

**Type of inspection:**

Unannounced

**Completed on:**

25 April 2018

**Service provided by:**

Turning Point Scotland

**Service provider number:**

SP2003002813

**Service no:**

CS2004077539

## About the service

This service registered 31 August 2004, transferring its registration to the Care Inspectorate on 1 April 2011.

Turning Point Scotland Wigtownshire and Stewartry West is part of the wider Turning Point Scotland (TPS) organisation and registered to deliver a combined housing support and care at home service to adults and older adults in their own homes and in shared accommodation. The care at home registration additionally allows support to be provided in the community and to children of secondary school age.

The service primarily supports people with learning and physical disabilities, mental health problems and autism.

The service currently supports people across Newton Stewart, Kirkcudbright, Stranraer and outlying areas. Support provided can range from a few hours per week to 24 hour support including one shared house (of multiple occupancy).

At the time of the inspection the service was providing support to 21 people.

The service aims to provide a high quality service which:

- is tailored to the needs of the individual
- supports the individual to develop their full potential
- accords individuals respect and dignity
- ensures that individuals exercise informed choice, within proper safeguards
- enables individuals to become active and valued members of their local community
- promotes the realisation of individual dreams and aspirations.

## What people told us

We met seven of the 21 people currently using the service and spoke to two relatives of people using the service. We also received completed care standard questionnaires from 11 people who either use the service themselves or are relatives/carers of people using the service.

We observed interactions between staff and people using the service that were warm, supportive, respectful and demonstrated a clear understanding of individual support and communication needs.

We also received positive feedback from stakeholders (social work/health professionals) who felt it was a person centred, proactive service.

The majority of feedback was very positive and where isolated concerns were raised (by relatives of people using the service) we discussed these with the management team and were reassured that these were known/ongoing issues which the service had worked to address and had included other professionals such as social work where necessary.

We have taken account of the views of people using the service and their relatives when commenting on each of the quality themes.

## Self assessment

The Care Inspectorate has not requested services to complete a self assessment for this inspection year. We looked at the services 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	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

## What the service does well

The service continues to provide an excellent level of support to people with a range of complex needs.

We saw that the focus of the service is to ensure that people experience high quality care and support that is right for them. People using the service were supported to make choices and engage in activities that are meaningful to them. We saw how individuals had personalised their own support plans and identified goals such as swimming with dolphins and participating in the National Involvement Network and that staff had supported them to achieve these.

It was good to see that staff supported people to celebrate and remember activities and special events using videos and pictures, these also helped people to communicate with others about what they have done, where they have been so that they are able to maintain and develop their interests and activities in a way that matters to them.

"My support is flexible to allow me to try new things to help me feel happy, I am also supported to be an active member of my local community".

"(staff member) recently had a room done out for (my relative) with sensory lights and all sorts of things to stimulate them and try and interest them and keep them happy - it's really lovely and a very nice thing to do".

We heard examples of how the service has supported both people using the service and their relatives to understand changing health/support needs and the impact this may have for the whole family, this has helped people feel included and more informed about the support required.

The staff that we spoke to appeared motivated and passionate to provide a high standard of person centred support and spoke with enthusiasm about the support they provided. We saw that the staff team had developed their own mission statement for the service and ideas around how they could continue to move the service forward. This gave staff an increased sense of ownership of the service and a joint vision for how they wanted it to operate and what they wanted to achieve for the people they support.

The training and support provided to staff enabled people using the service to have confidence in the people who support and care for them.

Whilst we saw that all relevant training was available to staff through the organisation, we saw that many staff chose to undertake additional training outside of this to increase and develop their knowledge in certain areas as they felt this would further enhance their own practice, improving outcomes for people they support.

Comprehensive induction programmes were in place to enable people to be supported by staff who knew their needs, were appropriately trained and demonstrated a good value base.

Additional information to welcome new people to the team and provide support for those undertaking lone working contributed to the staff feeling valued.

## What the service could do better

The service has identified where improvements could be made to keep moving the service forward and should continue with this to ensure the ongoing quality of the service. This includes ongoing review of medication procedures and streamlining of support files.

## 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	
10 May 2017	Announced (short notice)	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent

Date	Type	Gradings
4 May 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 6 - Excellent Not assessed
20 May 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
28 May 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
21 Sep 2012	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
2 Aug 2011	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 4 - Good 4 - Good
21 Jan 2011	Announced	Care and support Environment Staffing Management and leadership
		3 - Adequate Not assessed 3 - Adequate 3 - Adequate
28 Oct 2009	Announced	Care and support Environment Staffing Management and leadership
		3 - Adequate Not assessed 2 - Weak 2 - Weak
13 Aug 2008	Announced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 4 - Good 4 - Good

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