

Jedburgh Services Housing Support Service

The Bridge
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Telephone: 07713 325 309

Type of inspection:

Announced (short notice)

Completed on:

25 July 2018

Service provided by:

Community Integrated Care

Service provider number:

SP2003002599

Service no:

CS2015341531

About the service

Jedburgh Services provide flexible and truly person-centred support which enables individuals to be part of their community; to maintain and further develop relationships that are meaningful to them; to have memorable experiences in their lives and to achieve their full potential.

They encourage people to take positive risks in their lives which can give them a sense of achievement and belonging.

Support staff consist of core-teams of enthusiastic people with a varied range of skills and interests which enables compatibility with people we support and also enhances their ability to perform well in their role.

The aims and objectives of the service include the following:

- You can expect to live your life in your own tenancy, with support from a staff team who are trained, qualified and experienced in providing person-centred support services.
- We will work with you to develop a support plan that is person centred, identifying outcomes of support with you that reflect your choices, wishes, aspiration, values and cultural and personal beliefs

Ten people were using the service at the time of our inspection.

What people told us

We spoke with six supported people during our inspection.

All the people we met commented on how important the support they received enabled them to live independent lives. Supported people also stated that they are included in decisions about the service provision and their suggestions and feedback were always considered.

Self assessment

We are not requesting self-assessments from providers for this inspection year. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan are considered throughout the inspection.

From 1 April 2018 the new "Health and Social Care Standards" will replace the existing Care Standards. These Standards seek to provide better outcomes for people who experience care, and services should now be familiarising themselves with these. We would encourage services working with staff and people experiencing care to raise awareness and explore what they mean in their specific setting, and consider how they impact on their work.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

The level of support people received was varied and this was tailored to meet their individual needs and choices. This promoted positive outcomes for people, for example having extra support to take part in activities in the evening or at weekends, or to go on holiday.

People were supported in a kind, sensitive and respectful way and staff were committed to promoting each person's independence, choices and preferences, regardless of their ability or capacity.

We saw excellent examples of outcomes for individuals which included one supported person experiencing a plane flight for the very first time. The staff team supported that person so well they now have improved confidence to explore other new opportunities. Another person was given the opportunity to speak in front of a group of professionals about their experiences living independently and being supported by Jedburgh Services. This has resulted in that individual wanting to go and do more public speaking and possibly getting involved in a local political party.

Care plans contained excellent information that was unique to the person and how they needed, and preferred to be supported. This ensured all staff were able to support them safely and consistently. Monthly reports also gave an overview of how the individual had been supported to stay healthy and safe, been involved in their support and in planning their future outcomes.

The service worked in close consultation with other professionals to ensure positive healthcare outcomes for each person. The training provided for staff ensured they could competently support people to meet their individual, and often complex health care needs in a safe and consistent way.

Leadership and management were of an excellent quality. There were systems in place to ensure staff were supported and competent within their role which we saw to be consistent and meaningful. Records evidenced discussions around individual practice, learning and development and outcomes for service users which then influenced any further action needed.

There were excellent systems in place to monitor and evaluate the quality of the service provided to ensure this continually promoted the best possible outcomes for people. These included regular monitoring of finances, medication, support plans, risk assessments, care reviews, activities and incidents which ensured people were supported to be as safe and healthy as possible.

The service leader was nominated as employee of the month by the service which showed excellent outcomes for staff who were being supported by them. This was reflective when we spoke with staff and their enthusiasm to take on new challenges.

What the service could do better

We discussed other areas of improvement at feedback which included ensuring that all staff are registered with the SSSC (Scottish Social Services Council) of which CIC (Community Integrated Care) were continuing to follow up. Some minor changes to care plans was suggested in regards to updating them by hand and ensuring that these updates were signed and dated.

The service should continue to monitor and maintain the quality of care they are providing to ensure this continues to promote the best possible outcomes for individuals and their families.

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.

Inspection and grading history

Date	Type	Gradings	
31 Jul 2017	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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