

The Richmond Fellowship Scotland - West Fife Housing Support Service

Unit 2 Abtel Building
Pitrievie Business Park
Dunfermline
KY11 8US

Telephone: 01383 622133

Type of inspection:

Unannounced

Completed on:

29 August 2018

Service provided by:

The Richmond Fellowship Scotland
Limited

Service provider number:

SP2004006282

Service no:

CS2004061411

About the service

West Fife is a branch of the Richmond Fellowship Scotland, a charitable organisation which provides community care services. The service currently provides a combined housing support and care at home service to adults with learning disabilities and/or mental health issues, in their own homes. The service is available 24 hours a day, seven days a week. Support packages are provided on an individual basis according to need - varying from a few hours per week to 24 hours a day.

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

The Richmond Fellowship Scotland state that their mission is to:

'Develop and deliver the best personal support that listens to what people want and achieve what matters to the person'.

What people told us

Prior to the inspection we received 12 completed care standards questionnaires from these eight people strongly agreed that they were overall happy with the support that they received, three agreed and one disagreed, comments included:

"My staff are good and always help when I need it, help me to do everything."

"Most of the staff have done a good job. Recently had an issue with one staff member but Richmond have dealt with it and I feel a lot better."

"Staff numbers some days too much others not enough resulting in staff working excess hours, staff have the skills but aren't allowed to use them."

"Not everyone has the skills to support me, sometimes I am treated with respect by some people. Sometimes I am happy with the care I get but not always, this is because there is a certain person on shift."

"I like everyone staff are like family to me, I look forward to staff coming."

"Would like more support during the day and night, unhappy certain staff end up leaving the service all together."

We also received four completed care standards questionnaires from relatives, of these three strongly agreed that they were overall very happy with the support that their family member received and one agreed, comments included:

"Great service, very supportive and always professional."

During this inspection, we spoke with four people who used the service and were available during the inspection. We also spoke with seven family members. People we spoke to told us they were very happy with the support they or their relative received. They told us:

"I'm happy with the staff."

"Support is flexible depending on our relatives need."

"Support is good when it's good and this is the majority of the time."

"Sometimes there is not enough staff."

"This service runs pretty smoothly."

"We are very happy with the support."

"(support) is going great."

"It's made a real difference."

"Our relative is happy."

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	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

People should have a personal plan that is right for them because it sets out how their needs will be met as well as their wishes and choices. From the sample of plans we looked at, we saw some very good examples of how people wanted or needed to be supported. One page profiles told the reader what was important to the person and 'step by step instructions' described how they should be supported in order to maintain or improve their health and wellbeing. People were supported to enjoy a range of activities which provided opportunities to meet other people but also had health benefits. For example, swimming, bowling and holidays.

People were supported to have as much control of their medication as possible. Where some people may have required full support from staff, others were supported with a simple prompt to ensure that they didn't forget to take their medication at the right time.

There was a good range of information within peoples medication files. We could see that people were supported to retain as much control of their medication as possible. For example, people could manage their medication with a simple prompt from staff or help to open packets or boxes. This information was clearly recorded in step by step instructions. Records were generally in good order but would be further improved by ensuring that any codes used on recording sheets to denote a variation to medication times or administration, that these are explained on the reverse of the medication administration record.

If people need help to manage their money and personal affairs they are able to have as much control as possible and their interests safeguarded. Following notifications made to the Care Inspectorate last year we sampled some of the arrangements, audits, checks and procedures in place where staff helped people using the service to manage their money. We were pleased to see that these had been improved and this meant that people had more robust safeguards in place to protect them.

People using the service should have confidence in the staff because they are trained, competent, skilled, are able to reflect upon practice and follow their professional and organisational codes.

Staff training records showed staff had access to a variety of training to support them to carry out their role. Staff spoke highly about the quality of this and were confident they would be supported to access any training they needed.

Staff had access to formal qualifications such as Scottish Vocational Qualifications (SVQ) two, three and four. Staff were registered or were aware of the need to register with the Scottish Social Services Council (SSSC).

To support staff they had access to regular team meetings, supervision and appraisals where they could share information, discuss concerns and issues as well as share experiences.

New staff spoken with said that they had received a complete and comprehensive induction to their role, which included shadowing experienced staff and regular meetings with senior staff to gauge their progress. Staff felt it was a very good experience and that they felt well supported by the organisation and colleagues.

Staff had been given Adult Protection training and were able to describe what actions they would take if they had or witnessed any concerns.

People could be confident that the people who supported them had been appropriately and safely recruited. We looked at recruitment records for staff who had started recently and found that the provider was following good practice in relation to safer recruitment.

Observations of practice were carried out by the senior support workers which involved feedback from people being supported and families.

Staff spoke positively about the support they received from management and said that they were approachable and available should they need to discuss anything.

People using the service, and relatives gave us positive feedback about the service, staff management and the support their loved ones receive.

What the service could do better

Although we saw some very good examples of support plans, other plans lacked detail in places. Important information about legal orders such as guardianship order or community treatment orders was not detailed within plans. It is important that staff know about any legal arrangements and what this means for a persons care and support. Further guidance can be found in the Mental Welfare Commission publication 'Working with the Adults with Incapacity (Scotland) Act' https://www.mwcscot.org.uk/media/51918/Working_with_the_Adults_with_Incapacity_Act.pdf. We also provided a copy of a useful tool to help record any legal arrangements in place across the service. http://www.careinspectorate.com/images/documents/892/Adults_with_Incapacity_Register.doc

In addition, for people who may only receive a few hours of support, further information was required in relation to any potential hazards or risks that may be encountered. For example, where someone has epilepsy.

We discussed improving care file audits, where these had been undertaken it is important to develop an action plan for addressing any issues, identifying who is responsible for making these, by when and signed off when completed.

We also discussed that notifications should be reviewed to ensure that updates are sent where required. We also would recommend that the service reviews accident and incident records to ensure that these are notified as required to the Care Inspectorate as we saw in some instances these hadn't been.

We saw that since the last inspection that work had improvements had been made in the checks, audits and procedures for supporting people to manage their finances, however different parts of the service were doing this differently. We would recommend that there are consistent checks, audits and record keeping. As a further safeguard there should be clear management oversight and checks carried out across all parts of the service.

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
14 Sep 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
29 Aug 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
18 Jun 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
17 Jun 2014	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
20 Jun 2013	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
28 Nov 2012	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
3 Aug 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
2 Jun 2009	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	4 - Good
31 Jul 2008	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.