

St Joseph's Services - Circle of Best Practice 3 - Housing Support Housing Support Service

Sycamore House
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Rosewell
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Telephone: 0131 440 7200

Type of inspection:

Announced (short notice)

Completed on:

18 September 2018

Service provided by:

St Joseph's Services, a company limited
by guarantee

Service provider number:

SP2015012454

Service no:

CS2015335980

About the service

St. Joseph's Service - Circle of Best Practice 3 provides care and support to people in the Bonnyrigg and Dalkeith areas of Midlothian.

A wide variety of support is provided to meet the needs of the people living in their own tenancies.

We carried out a short notice announced inspection spending time with the registered manager, looking at documentation and visiting people in their own homes.

What people told us

We met with 10 supported people and one stakeholder. The overall feedback from people was very positive and some provided us with examples of how the care and support they received made for a positive impact in the quality of their lives. This included promoting independent living as much as possible, going on holiday and maintaining friendships with others.

We also assessed the responses from the 11 pre-inspection questionnaires we received. Comments from people were again very positive.

Self assessment

We are not asking services to submit a self-assessment for this inspection year. Instead, we will ask services for their improvement or development plan and discuss any improvements they may have made or intend to make since the last inspection.

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	4 - Good

What the service does well

St Joseph's Circle 3 was delivering a person centred service to people to ensure they experienced good outcomes through the care and support they received. This included going on holiday, maintaining friendships, developing independent living skills and taking part in the Special Olympics sporting event.

Support plans, other relevant support related documentation and the organisations policies and procedures were written in an easy to read format to support those with any communication support needs. Communication tools were also regularly used to support those who are non verbal to express their wishes and make choices.

The organisation had a positive embedded culture of involvement and people had a variety of opportunities to have a say in terms of shaping the improvement and development of the service and the care they received. This included the following:

- Supported people being part of the board of advisors, including the opportunity to attend board meetings.
- Several people being part of the National Involvement Network.
- The have your say Working Together Group.
- Involvement in the recruitment and induction of staff.

The service recognised that for some people their health needs were increasing and had established positive working partnerships with external support agencies to ensure their care needs remained met. Additional training for staff was also being explored including dementia awareness.

Staff spoke generally positive about the organisation, team morale and the support they received from their line manager.

A new staff induction and probation handbook had been recently introduced which was competency based and an annual training programme was in place.

Staff were aware of their requirements to be registered with the Scottish Social Services Council (SSSC) and the organisation had robust systems in place to monitor the timescales required, as part of their safer recruitment practices.

What the service could do better

Inadequate training records were in place and the service provider was unable to a degree to be confident as to what training staff had undertaken. During the course of our inspection, an audit was undertaken by St Joseph's and a more up to date training overview was completed. However, this showed key gaps in training / re-fresher training being delivered to staff . The service should ensure that staff are appropriately trained to meet the care and support needs of people and records to reflect this are in place. (Please see recommendation 1).

Through various practice development issues, we identified that there was a need for staff to receive re-fresher training in respect of adult support and protection, good practices to adhere to in terms of dignity and privacy and relevant policies and procedures to follow including whistleblowing. (Please see recommendation 2).

St Joseph's plans to re-introduce a previously used tool to peer review other services within the organisation. This would support the service to enhance their quality assurance practices.

Whilst the management oversight of the service was largely very positive, we did identify areas for improvement with regards to the day-to-day delivery in some aspects of the service, outcomes for people and appropriate staffing levels were in place at all times.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service should ensure that staff are appropriately trained and receive re-fresher training as and when required to meet the care and support needs of people. This should also be reflected in robust training records so the care provider is confident that its workforce are appropriately skilled. This ensures the care and support is consistent with the Health and Social Care Standards which state "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

2. The workforce should receive adult support and protection training as part of their induction and ongoing re-fresher to be aware of potential concerns, follow best practice and adhere to relevant policies and procedures. This ensures the care and support is consistent with the Health and Social Care Standards, which state "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities". (HSCS 3.20)

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
30 Aug 2017	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
17 Jun 2016	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent

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