

CIC - East Central Scotland Support Service Housing Support Service

Hays Community Business Centre
4 Hay Centre
Edinburgh
EH16 4AQ

Telephone: 0131 657 0730

Type of inspection:

Announced (short notice)

Completed on:

15 October 2018

Service provided by:

Community Integrated Care

Service provider number:

SP2003002599

Service no:

CS2008181744

About the service

Community Integrated Care East Central Scotland provides support for people to live independently as much as possible in their own homes. The services annual return stated it is made up of eight sections.

- Howdenhall
- Wauchope
- Hyvots
- Moredun
- Tytler
- Belmont
- Ferniehill
- West Lothian Outreach

The service supports 36 people and is staffed by a total of 126 staff split into different teams with an office base in Edinburgh.

What people told us

We received eight service user Care Inspectorate questionnaires and three staff questionnaires before the inspection. The general feedback was positive with people being happy with the level of service provided. One person thought they did not know the names of the staff who provided their support and care and did not think the service asked for their opinion on how the service could improve. Two people did not know if staff had the skills to support them or enough time to carry out the agreed support. Other comments on the forms, completed by service users and families included:

'I am happy with the support plan that enables me to be more independent. It also ensures support workers are able to meet out my support needs and respect my choices.'

'Care plans are viewed as working documents and are personalised, updated when required to ensure best care is provided. X and Y attend house meetings where staff go over important subject, they attend regular meetings with the service, family and professionals to ensure the care and support they receive is to a high standard. Staff attend numerous training courses which are kept up to date to ensure their skills are to a high standard. Staff manage their time to ensure they adhere to their support plan. Staff treat X and Y with respect and monitor each other's working practice. Staff have regular supervision meetings with the home manager. X and Y know their support staff well. As part of the meetings, they have people from outside the service who can help them to make any changes or suggestions to improve their care and support. Guardians are aware of the complaints procedure if they were ever to have any concerns about staff who support their loved ones. Staff follow care plans and try to provide a high quality of care to X and Y.'

One staff member stated they were not registered with any regulatory organisations and did not have the training needs related to their job. They were only partially aware of the services confidentiality, whistle-blowing and recruitment of carers policies and procedures.

Comments from the staff questionnaire included:

'The service management and staff are dedicated to working with P.W.S (people we support) to ensure that all their daily requirements are met. I have also seen staff going that extra mile when required. I enjoy my work.'

'Always attend mandatory training, we are informed in advance of these training sessions.'

During the inspection we saw and spoke to 14 service users. We spoke to and observed a total of 23 staff, including the manager, three team leaders, three senior support workers and 16 support workers. The feedback was very positive with people being happy to speak to staff or the manager about the care and support provided.

Staff said they felt supported, listened to and although the amount of paperwork had increased they saw the benefit of this for the service users and themselves.

Self assessment

We are not asking services to provide a self-assessment this year while we continue to review how we inspect in the future. Instead, we will ask services for their improvement or development plan and discuss any changes they have made since the last inspection or intend to make. In conjunction with the new Health and Social Care Standards launched on 1 April 2018, the Care inspectorate have developed and are rolling out revised methodology for inspecting care and support services. The primary purpose is to support services to evaluate their own performance and support improvement. The six point grading scale will still be used, but based on the new frame work and standards.

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

Quality of care and support

Findings from the inspection

The service was diligent and dedicated to providing the best care possible for those that used it. The people they supported were the focus of everything that happened, how, when and why and their support plans, lifestyles and routines were regularly reviewed, discussed and changed as necessary through its 'The Golden Thread' format. The staff team were proactive in sourcing different activities and interests that people may want to try, these were only in consultation with the individual and their families when appropriate. The senior team had worked to change staff rota's and activities to fit in with what service users wanted to do, and encouraged them to try new areas of interest.

Through visiting three parts of the service and attending a quarterly 'All in Mind' (AIMS) group it was evident that the service worked hard to ensure service users lead groups, were totally involved in their support and shaping how the service supported them.

One section of the service had reassessed and revised its medication processes and procedures to ensure they were more robust, accountable and easy to audit. This format also gave more responsibility to staff members to ensure the safety and correct medications were administered. This new more rigorous format was being presented to the rest of the senior and management team at the time of the inspection.

The organisation had a magazine that was distributed to everyone that used the service. This gave an overview of what was happening company wide, with success stories, social events, celebrating 30 years of the organisation operating. It also highlighted the organisations goals and ambitions for the future.

Areas for development

In some of the files we looked at the frequency, changes to support and outcomes required from the support

provided was not always evident. This was especially regarding looking at progress via six monthly review documents. Although the service had systems in place to ensure reviews took place, in some files this was not as evident or clear as we would expect.

In one service users file we found information about another service user attached to a review. Although we understand this was an oversight, we consider this should have been spotted during the regular auditing of the service.

Information in The Daily Notes and Learning Log's need to be filled in daily with details that mean something to other staff. We found for one service user only five out of eighteen 'What could have gone better' sections were completed. Monthly meetings with service users were also not taking place as per the services procedure in some areas, as these feed into six monthly reviews these meetings are an important information gathering tool. We also found a lack of evidence on reviews and consider that some staff may benefit from some prompting and guidance on how to complete paperwork to a better standard.

The service needs to ensure that any internal transfers have all the appropriate current and historical information needed for a smooth transition. We found when attending one group that some staff were unaware of a person's history, previous jobs and hobbies.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

We found the staff we spoke to and observed to be interactive, caring, respectful and focused on the individual they were supporting to ensure they had the best quality of life, the best opportunities and chances to fulfil their goals and dreams. All of the staff we spoke to were very person centred and knew the routines, likes and dislikes of the people they supported.

Although many staff said how much the paperwork needing to be completed had increased, they could also appreciate the reason for this and that outcomes and developing a person's independence needed to be recorded and reviewed.

Since the last inspection the roles and responsibilities of all staff had been reviewed. Staff at all levels had taken on additional responsibilities in ensuring the smooth running of the service. These included auditing care and support plans, medication, training, financial checks and sourcing a variety of activities, outings and hobbies that were appropriate for the varied needs of those supported.

To aid efficient communication one part of the service had introduced a mandatory reading folder. All staff had to sign and date when documents had been read, these were discussed informally with staff as no team meetings in this section of the service had taken place at the time of the inspection.

The service had introduced a new Induction Workbook which covered four areas of competence (Observation, Simulation, Discussion, and Supporting Documentation). The aim was for a more reflective practice model in all areas with an action log to monitor how effective the induction had been. The service had good systems in place for staff training (Learning and Development system), the Continuous Improvement system also meant the assessor was able to audit the effectiveness and efficiency of each section of the service.

Staff had regular supervision with objectives for the year, areas identified for professional and personal training. We did find in two files we looked at that the Yearly Objectives form was blank. Senior support worker meetings had recently started to take place, the staff we spoke to said how beneficial they had found these.

Areas for development

The management team need to ensure that all newer protocols, procedures and recording are rolled out across the whole service. There were some very innovative practices being introduced in some parts of the service, for continuity of care and support all staff need to be aware of these and why the changes are being introduced. Areas included activity planning, medication, holidays, risk assessments, training and development.

All sections of the service need to ensure they have regular team meetings.

All documents need to be completed appropriately, signed and dated. We found this had not happened on one moving and handling written assessment or on some Daily Notes and Learning Log. More thorough checks in these areas would be beneficial.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

This quality theme was not assessed.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

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

Date	Type	Gradings
12 Jan 2017	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate Not assessed 4 - Good 4 - Good
8 Jan 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
20 Nov 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
27 Nov 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
29 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
31 Mar 2012	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 5 - Very good 5 - Very good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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