

Eskmills Project Housing Support Service

The Gate Lodge
27 Milton Road East
Edinburgh
EH15 2NL

Telephone: 0131 454 4319

Type of inspection:

Unannounced

Completed on:

22 October 2018

Service provided by:

Church of Scotland Trading as
Crossreach

Service provider number:

SP2004005785

Service no:

CS2008180855

About the service

Eskmills Project provides housing support and care at home to people with learning disabilities, physical disabilities and /or mental health difficulties living in their own homes in East Lothian and East Edinburgh. Twenty five people were being supported by the service at the time of our inspection. Each person's support was planned with them and, where relevant, their family to meet their needs and wishes.

The services are provided by Church of Scotland trading as Crossreach. Crossreach's mission statement is, "In Christ's name we seek to support people to achieve the highest quality of life which they are capable of achieving at any given time".

What people told us

Eight people the service supports returned questionnaires to us. They all agreed they were happy with the care and support they get from the service.

We met five people the service supports in their own homes. People talked about things they enjoyed doing with support; going on holiday, meeting up with friends, shopping for new clothes. They were happy with the support they got from the service.

We spoke to three relatives by phone. They were generally very happy with the service. They said;

"We have a wonderful carer. He's great with my son. I can phone the office if there are any issues. There aren't any issues with care."

"He is happier and he's leading the life we want him to lead. Staff have been great in getting to know him and listening to what he wants. Staff are very approachable. They're very good at communicating and we are very involved. (Project Worker) is very organised."

"He seems happy there. There's a regular worker he really likes. Overall staff are really nice and (name) is happier there than he was at (previous service)."

One relative had some particular questions about their family member's care. We shared these with the service, who agreed to follow this up with the relative. They also suggested that it would be good to get a regular update on what their son had been doing and what his plans were. Key workers record a monthly "chat" with their key person and we suggested they could share this with the relative.

Self assessment

We are not asking services to submit a self-assessment for this inspection year. We discussed improvements they have made since the last inspection and how they plan to continue to develop the service. The service shared their improvement plan with us. They could make sure this is regularly reviewed to monitor progress. We suggested they could look at how they use our Quality Framework to evaluate their service and plan future improvement.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

What the service does well

People the service supports and their families were generally very happy with their care and support. The service had continued to develop a personal outcomes approach to help people achieve things they wanted to. People achieved a range of different outcomes such as doing things they enjoy, trying new things, meeting up with friends, being physically active and going on holidays in this country and abroad.

People's support plans were very personal to them. They included detailed information on specific support needs. Information about people's daily routines was easy to find. Support plans set out how the person's needs should be met, as well as their wishes and choices.

The service continued to make sure people had a healthy life. They encouraged people to lead a healthy lifestyle and worked well with health professionals to make sure people got any care needed. Other professionals said communication had been very good with the service and staff had followed guidance. The service recognised potential harm, working with other services to keep the person safe. They had improved procedures and audit when supporting people with their personal money.

The service had been very good at sticking with people and working with others to make sure people got to the right place to experience the support they needed and wanted. This had resulted in positive outcomes for those individuals. They were working hard to make sure, where people's needs changed, they were able to live in their own home for as long as they wanted and were able. This included where people had dementia.

People and, where relevant, their families were involved in decisions about their support, including;

- deciding what they wanted to do with their support
- being fully involved in support reviews
- working towards future plans.

They continued to have a say in choosing staff to work in the service. Relatives felt very involved in decisions about their family member's support. They said they felt very welcome in their family member's home.

Crossreach followed safe recruitment practices to make sure staff were safe to work with vulnerable people. The service made every effort to select staff who demonstrated Crossreach's values and ethos. They had made positive improvements to speed up the recruitment process and make sure successful candidates were well supported.

New staff now used an Induction Procedure Checklist, which structured the induction process and made sure they completed all mandatory training. Supervisors met new staff regularly to review progress and confirm their competence. Staff said induction training had been good and they had plenty opportunity to shadow more experienced staff. Managers had discussed the new process with staff and were making some small changes based on their feedback.

Staff were very warm, caring and respectful. They treated each person as an individual. The service supported staff's practice and development well. Regularity of 1:1 meetings had improved. Staff continued to refresh their knowledge in mandatory topics through a mix of elearning and face to face training. The service had improved learning opportunities to meet the needs of people the service supports. Staff had completed autism training and dementia care training was planned. Staff were learning from other professionals, for example different communication methods, positive behaviour support techniques and dementia care. The service had improved use of the development plan during staff's performance review to support staff's continuing professional development. People could feel confident in staff supporting them.

The management team was stable and consistent. Project workers had remained responsible for the same areas, building relationships with the team. Teams were working well together and staff were enthusiastic about making sure people experienced a good quality of life. Staff were confident about putting forward suggestions and taking initiative for improvement. There were regular opportunities for managers, staff and people the service supports to meet together, at social events as well as forums where they could be involved in development plans for the service. Everyone could feel involved and valued as a member of the team.

What the service could do better

Regular use of agency staff who, on occasion, do not turn up, affects people experiencing high quality care and support that is right for them. The service is being proactive in recruiting and inducting new staff to fill vacancies in a timely way to reduce agency staff use.

The service could continue to improve regularity of 1:1 meetings with staff and how they use development plans with staff to support their continuing professional development.

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
1 Nov 2017	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed 5 - Very good
8 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 4 - Good
23 Nov 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
1 Dec 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good 5 - Very good
27 Jan 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good 5 - Very good
21 Jan 2013	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good 5 - Very good
10 May 2010	Announced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very 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 ਵਿੱਚ 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.