

Community Integrated Care Housing Support Service

43 South William Street
Perth
PH2 8NA

Telephone: 01738 634718

Type of inspection:

Unannounced

Completed on:

30 November 2018

Service provided by:

Community Integrated Care

Service provider number:

SP2003002599

Service no:

CS2004083188

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service has been registered since 2004.

Community Integrated Care provides support to people with mental health difficulties. It is part of a larger organisation, Community Integrated Care, which is a voluntary sector organisation that provides services to people across Scotland.

A main part of the service consists of a block of eight flats, seven of which are occupied by the people supported by the service. The eighth flat is used as an office and includes a staff sleepover room. There are some people who have tenancies in other locations in the community who also get support.

The provider's handbook states that 'Community Integrated Care is a national charitable organisation providing local services to local people.' The aim of Community Integrated Care is to put the individual first which means that the support provided will always be tailored to meet needs. In addition Community Integrated Care will facilitate and promote independence, rehabilitation, social inclusion, choice and positive lifestyles.

What people told us

During our visit we spoke with some people supported by the service. People reported very favourably on the service and said they had built up positive relationships with staff. In terms of the service, all was going well and they had no particular concerns. General feedback was that the staff's approach was just right, individuals felt listened to and that their views and wishes were respected.

Self assessment

We did not request a self assessment this year. We discussed and considered the service's own development plan as part of this inspection.

From this inspection we graded this service as:

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

What the service does well

People had got to know the staff members very well and vice versa. The positive relationship that had been established meant people trusted staff and, in the main, could speak about hopes, wishes and what was going well in their lives as well as matters they were experiencing difficulties with. We saw many examples of where people were doing the things they wanted, in a way that suited them. People told us, and we heard from staff too, about enjoyable activities, trips and holidays people had.

Each person had an updated care and support plan. It detailed what worked for them in terms of support, their day, their interests and how they liked to spend their time. Important health and wellbeing matters were asked about and the plans detailed how any concerns about health or wellbeing might be minimised and what staff could do to help. People took the lead in writing these if that was their wish and also support plans were always signed by them to show they were in agreement with what their plan said. We thought these were excellent and provided very good guidance for staff to follow.

Many people were achieving the goals they'd set out to achieve and they saw the service's support as an important factor in maintaining these. We saw that some others were making progress with certain matters they wished to improve in their lives. The service was excellent at helping people with what they wanted to achieve.

Communication in this service was excellent too. People could talk to staff or the management easily. Between staff, and as a team, sharing information and discussing matters was standard practice and there were really good arrangements in place to make sure this always happened.

People at times could have a complex health concern affecting them or have some major change occurring in their life and to assist people to keep happy and how well the service needed to have close, collaborative working relationships with health and/or social work agencies. We saw a lot of examples of this happening. We discussed this with staff and the manager and we could see there was a clear focus on a person's best interests, rights and wishes when discussing such matters.

People were supported by staff who were knowledgeable and had a sensitive and relaxed manner. People praised staff for their straightforward and friendly manner. We saw that the staff understood their role well, were responsive to any concerns and whenever possible would be flexible with support provision so that it could meet someone's needs better.

People can be confident that the service recruited and trained staff well. We saw appropriate checks were undertaken for new staff and that all staff had regular training.

What the service could do better

Whilst people were supported very well with their medication we discussed and agreed a couple of small improvements which would make the service's practice more in keeping with supporting people in their own homes.

Development sessions for staff, team meetings and supervisions had not happened as often as they should have. This concerned us as these are key ways to help staff develop their practice and to support their motivation and enthusiasm. We discussed some topics that have not been explored as a staff team due to these meetings not taking place as often as they could.

At inspection feedback, we also talked about training and how specific training was identified for the service. We discussed steps the service could take to develop a more tailored training plan for staff. We were very confident the management would follow up on these discussions.

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
2 Feb 2018	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
24 Feb 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
27 Jan 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
24 Feb 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
13 Mar 2014	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
29 Nov 2012	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Sep 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
12 Jan 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
24 Mar 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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