

# The Richmond Fellowship Scotland - North Ayrshire Housing Support Service

65a Hamilton Street  
Saltcoats  
KA21 5DT

Telephone: 01294 475430

**Type of inspection:**

Unannounced

**Completed on:**

14 December 2018

**Service provided by:**

The Richmond Fellowship Scotland  
Limited

**Service provider number:**

SP2004006282

**Service no:**

CS2004061326

## About the service

The Richmond Fellowship Scotland North Ayrshire is registered to provide a combined housing support and care at home service to adults with learning disabilities and mental health problems living in the community. The service registered in 2004 with the Care Commission and transferred its registration to the Care Inspectorate when it formed on 1 April 2011.

The management team and staff of the service operate on an outreach basis from an office in Saltcoats. The staff deliver support across North Ayrshire, including Ardrossan, Stevenson, Saltcoats, Garnock Valley, Largs and Irvine. Staff teams support people in their home and local community; packages of hours vary from one hour per week to 24 hours per day. A short term crisis intervention service is offered and the service runs different groups and activities in local community centres that are accessible.

Since the last inspection the provider has notified the care inspectorate of a variation to its registration which was for the addition of a new team providing support to people with enduring mental health difficulties.

The stated aim of The Richmond Fellowship Scotland North Ayrshire is to enable individuals to make their own decisions and to live as independently as possible in their own homes.

## What people told us

During our inspection, we gathered feedback about the quality of care and support from meeting with people supported across the area, from speaking to relatives and from responses in care standards questionnaires. We asked for the views of staff and other professionals such as social work during the inspection.

Examples of comments received were:

"They help keep my flat clean and so I can live independently"

"I feel some staff come late and leave early"

"Find it hard to connect with some staff, however I have a few staff I get on well with"

"Support plan needs to be updated"

"I feel safe living here"

"It is a great support service, good staff and care manager, I get a lot of independent time now"

"I know all the staff really well and know if I have a problem they will help me. I feel safe and well staying here"

"We are getting the right and appropriate support for our relative, happy with the staff and are comfortable with The Richmond Fellowship input"

"Contact is good, what we have asked for has been put in place"

"Don't know who comes in, no rota, is different people, but generally no complaints"

"Support is of great benefit, relative has become more independent and confident, no complaints"

## Self assessment

The service was not asked to complete a self assessment in advance of this inspection. We looked at their development plan and quality assurance systems. These demonstrated their priorities for improvement and how they were monitoring the quality of provision within the service.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	4 - Good
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

We found people were experiencing a good quality of care and support. We saw examples of how people with different support needs were enabled to undertake household or social activities. Staff encouraged people to get involved in community activities which helped to make and maintain friendships. We could see established, trusting relationships and could see how these relationships with support staff enhanced their quality of life. On the whole people were happy with the support and felt they benefitted from it.

People supported can expect to have a personal plan that sets out how their needs will be met, as well as their wishes and choices. Each person had a support plan and we could see that people were being supported to be safe, to maintain their health and wellbeing and to engage in activities in the community. There were reviews held with the person supported and relatives which recorded any changes and views about the support. The content and quality of plans varied, it was difficult to see the purpose of the service, or to get a sense of the person and how support would be delivered to meet their individual needs and preferences. Although staff had received support planning training and a suite of tools were in place there was a lack of evidence of understanding in how to implement these effectively to identify and support individual outcomes. We discussed with the manager the need to up skill staff at all levels and explored different ways to do so in order to increase the impact of the service and quality of care.

People can expect to get the most out of life because the people and organisation supporting them have an enabling attitude and believe in their potential. We found the approach to support could be more dynamic and much more enabling and gave examples of what we meant by this so that senior staff can facilitate a shift in their current culture.

People supported can expect to have confidence in the people who support and care for them and to be protected from harm. We observed the safe administration of medication and could see that staff had received training; the service had a policy and systems in place for the receipt, storage, administration and return of medication. We could see that audits and observations of medication were carried out.

People could be confident that support staff had been appropriately recruited. The service was adhering to safer recruitment practices and all staff were registered that required to be with a professional body such as the Scottish Social Services Council.. We saw evidence of induction and shadowing, training, supervision, team meetings and informal support. A broad range of training was available for support workers, some of which was specific to individual needs such as medication administration, mental health first aid and epilepsy awareness.

As an organisation The Richmond Fellowship have robust quality assurance processes in place including self assessment, audits and systems including the monitoring of accidents, incidents and complaints. Incidents were recorded and actioned although when applicable these were not always notified to the care inspectorate; we discussed examples of this with the manager(s) and have been reassured by more recent appropriate notifications.

Since the last inspection the service had received and responded to six complaints demonstrating that people could be confident they would be listened to and any concerns addressed. People told us they knew who to speak to if they had any concerns, that they could approach the management team and had confidence in doing so.

## What the service could do better

While the support people received overall was good we discussed with the manager(s) how a lack of understanding of the support planning process and how to implement this in an individual and effective way was impacting upon people's support experience and outcomes. The manager should determine and implement alternative ways to up skill the staff to address this key area of improvement so that people get more from their support.

The approach to support could be more dynamic and much more enabling; the manager should implement a plan to facilitate a shift in their current approach and culture that will lead to people being better supported to identify and achieve their own goals and outcomes.

The manager should take steps to ensure that improvement actions identified from the self assessment and audit process are actioned, particularly where there is an impact on the quality of support and/or staff practice.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
5 Feb 2018	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
18 Oct 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
27 Oct 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
5 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
11 Dec 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
21 Dec 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
22 Sep 2010	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
8 Jul 2009	Announced	Care and support Environment Staffing	6 - Excellent Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
12 Nov 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.