

16 Barlink Road, Elgin Housing Support Service

16 Barlink Road
Elgin
IV30 6HL

Telephone: 01343 548622

Type of inspection:

Unannounced

Completed on:

6 December 2018

Service provided by:

The Moray Council

Service provider number:

SP2003001892

Service no:

CS2012306398

About the service

16 Barlink Road is a combined care at home and housing support service provided by the Moray Council in the Elgin area. The service provides support to four adults with learning disabilities who live in their own home.

The service had recently reviewed their aims and objectives. The aims and objectives told us:

The service will provide high quality support to people who are 18 or over and have challenging and complex needs. The service will enable individuals to enjoy a valued life - a life they choose. Our aim is to promote positive and inclusive lifestyles which will enable each individual to make a positive contribution to their local community. Our purpose, vision and values will continue to guide us as we look towards the future maximize individuals' opportunities.

The service was registered with the Care Inspectorate on 16 October 2012.

What people told us

For this inspection we gained people's views about the service in a variety of different ways. Prior to the inspection commencing, the manager was asked to distribute some questionnaires to family to complete for people the service supports. Additionally the manager handed out some staff questionnaires. We received back:

- Two care standard questionnaires out of a possible four.
- Five staff questionnaires out of a possible six.

It was not possible to gain the views of people the service supports, but from our observations of staff working with people, they looked to be comfortable in their support and staff knew the individuals well. During the inspection we managed to speak with three family representatives who told us about what they thought worked well and some areas for development. Family representatives were very supportive of the service. People recognised that staff changes will occur, but this was a concern they had as staff needed a lot of time to get to know their family member.

Self assessment

Self-assessments are no longer requested from this type of service. During the inspection we considered the services improvement and development plans.

From this inspection we graded this service as:

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

What the service does well

The care and support and management and leadership themes were of a very good standard. This demonstrates major strengths within the service in supporting positive outcomes for people they support.

People who were supported by the service had complex care and support needs. It was important for people to have the time to build up trusting relationships with the staff supporting and caring for them, in a way that they both felt comfortable. This was something the management and staff took into consideration fully when introducing new staff members to enable the best possible outcome for the person.

The staff at the service had continued to look at ways to develop how they monitored outcomes for people they supported. Areas this had developed most in, were around monthly summaries and people's six monthly review meetings. Parents, who were legally appointed guardians, were being involved regularly in how the service was operating, be this through meeting staff regularly, or through support to their family member.

Staff were monitoring how people responded within their day to day lives to gauge what was working well, or if something hadn't worked well and the recordings were used to determine if changes were needed. Staff and family were consulted throughout to make sure the support offered was improved. People were confident that staff responded promptly, including when people needed assistance and this meant people's care and support met their needs and was right for them.

People were being supported routinely to access health support where necessary and families felt their son's health needs were being met fully. There had been recent involvement with psychology, which had seen more focus on daily activities for people. The changes in how daily activities were being organised meant people's days were better structured, which offered them many opportunities through their week to be involved in their local communities. This was also of benefit for new staff as these routines offered support consistently to people and staff could follow the routines with ease. If staff were unfamiliar with an aspect of the routine, for example a walk in a particular area; they could change this to a known alternative, offering confidence to both the person and their staff member.

The management team had gone through some minor changes since we last inspected. It was clear that the management team were in regular contact with the service, be this from direct support, through to regular team meetings or communication. There were good levels of consultation about how to develop the service through team meetings and staff's views were being sought regularly.

What the service could do better

People's communication needs varied and were complex. The service should develop and improve upon the communication support they are offering. For instance, communication guidelines needed to be developed with more emphasis on using other references, for instance, more photographs or using Makaton more routinely.

Outcomes were clearly developed within people's six monthly reviews and monthly summaries. The service should consider how they integrate people's personal outcomes into the support guidelines and risk assessments to develop upon this further.

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
14 Mar 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
9 Mar 2017	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
21 Mar 2016	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership 4 - Good
25 Feb 2015	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
3 Oct 2013	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

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