

Turning Point Scotland - South Ayrshire Independent Living Housing Support Service

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Type of inspection:

Unannounced

Completed on:

4 December 2018

Service provided by:

Turning Point Scotland

Service provider number:

SP2003002813

Service no:

CS2004076848

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 was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Turning Point Scotland - South Ayrshire Independent Living is registered to provide a combined housing support and care at home service.

Turning Point Scotland is a Scottish charity and provides a range of community based support services to vulnerable groups of people. These include: learning disabilities, autism, Asperger's, homelessness, people with substance misuse problems, people who offend and mental health problems.

Turning Point Scotland's South Ayrshire Supported Living Service (S.A.I.L.) is based in Ayr and covers South Ayrshire regional area. People receive supports to live in their own homes or shared accommodation within the community. The service is available 24 hours per day, seven days per week.

Turning Point Scotland - South Ayrshire also provides a day support service (Viewpoint) which offers alternative opportunities to the traditional day centres, a transition service for those moving into adult services and supported employment at Rosie's retro, a social enterprise shop in the town centre.

At the time of the inspection, the 58 people were being supported across the service.

What people told us

People we spoke with were happy with the service and told us they enjoyed spending time with the staff who provided their supports.

We received 16 returned questionnaires which told us that 100% of people strongly agreed that overall, they were happy with the care and support the service provided.

Feedback comments included:

'My son (name) is happy with this service.'

'Friendly, helpful and enjoy this service.'

'It is great and I like my carers who come to my house.'

'The service which (name) receives at present is very suitable for her needs.'

'Carers are very friendly and my relative is very happy to be in their care. Communication is good and they will listen to any queries etc., and follow it through.'

'My relative's medical needs have increased over the last year and her carers have responded to this accordingly.'

'Turning Point give an excellent and exceptional service to my relative on a 24/7 basis. There is continuity in the team of care practitioners and Turning Point accept how important that is to my relative's welfare. It is vital! (Named practitioner) deserves a special mention for his most valued and exceptional care and interest over the years! I have every confidence in him and the support he gives. Management know his input and knowledge are so important and allow the status quo for my relative's sake. I thank them sincerely. My relative has a quality to his life I never thought possible and Turning Point are a superb, quality care provider. Thank you to all who care and support my relative.'

'As a parent, I find Turning Point Scotland gives an excellent service for my daughter - providing for her needs. She seems very contented!'

'Excellent support staff backed up by a fully supportive management team.'

Self assessment

We did not request a self-assessment prior to this inspection. We reviewed the improvement plan the service had created to continue to improve outcomes for people using services.

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

What the service does well

Overall, people who used the service and their carers were very happy with the service and spoke highly of care and support provided, complimentary of staff who provided the supports and appreciative of a supportive management team who ensured safe delivery of care.

Engagement opportunities were regularly facilitated and benefited people using services whilst promoting inclusion in the local community. Opportunities to promote health through activity were held within a local sports centre. It was observed that consideration had been given to the size, supporting staff and composition of the group to minimise the risk of distress to people.

Conferences were held to educate on opportunities available and to obtain feedback on how to make improvements within the individual service and also organisationally. One comment made by a person who used the service was summed up by the comment 'I really enjoyed every single bit of the conference, it's fantastic, it's very good to be here.'

Action had been taken to enhance communication methods and promote involvement of more people using the services. Use of assistance aids was being implemented to improve and promote alternative communication methods, promoting respect and to involve people in all decisions about their care and support.

Within the homes of people, we saw how photos personalised living areas. These pictures included remembrances of significant events, including celebrations with family involvement. Office administration staff

were instrumental in this process to support remembrance of memories through use of pictures to create memory books for people using services and their families.

Each person had a care plan which contain several different documents covering information on all aspects of a person's care. However, a more streamlined system which incorporates the life story, assessed needs, wishes and choices of a person could be clearer to support achievement of a desired outcome. To supplement this, a clearer record of discussions held during reviews could be more defined throughout updates to care plans.

Healthcare professionals are involved in providing advice and assessing and supporting people using services and staff who provide support. Supplementary training is provided through health professionals and is specifically related to the needs of individual people who receive services. We discussed use of good practice tools to assist in developing care plans and risk assessments to protect people using services.

A robust, effective system which adheres to safer recruitment guidance could enable people who support and care for them have been appropriately and safely recruited and supported to register with the regulatory body Scottish Social Services Council (SSSC).

Staff receive mandatory training, with refreshers within appropriate timeframes to promote continuous improvement in how outcomes for people using services could be enhanced.

Supportive systems to promote skills, knowledge and accountability of staff were undertaken and scheduled to take place regularly.

People using the service and their families of staff and were very appreciative of their presence in the lives of the people using the service.

What the service could do better

Overall, we found there were some areas for improvement which generally related to record keeping which could be achieved by streamlining contents of files and content of documents.

Some examples could be reflected through defining the purpose of any documents with clarity on how documents should be completed, including use of language. This includes documents relating to quality assurance and improving staff practice. Recommendation 1.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Improvements in methods of recording and improving recording systems could be more effectively evaluated. Improvement and development in the use of audits would identify opportunities to create and enhance outcomes for people using services.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state:

4.19 I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

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 Aug 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
12 Sep 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
7 Aug 2015	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
11 Jun 2014	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
1 Aug 2013	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 6 - Excellent
3 Aug 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
22 Jul 2009	Announced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
20 Aug 2008		Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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