

Moving On Service Housing Support Service

Ross Court
Titchfield Street
Galston
KA4 8DF

Telephone: 01563 829069

Type of inspection:

Unannounced

Completed on:

17 December 2018

Service provided by:

East Ayrshire Council

Service provider number:

SP2003000142

Service no:

CS2015337885

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 registered with the Care Inspectorate on 25 January 2016.

Moving On Service registered with the Care Inspectorate in January 2016 as a combined Housing Support Service with Care at Home for adults over 16 years with a learning disability and/or mental health condition which may include drug and/or alcohol difficulties or long term medical conditions living in their own homes and in the wider community. The provider is East Ayrshire Council.

The service consists of:

A building based facility in Galston, Ayrshire providing short term tenancies for eight people to provide a safe comfortable environment in which they can develop or build on existing skills to enable them to move on to a more independent long term tenancy.

A community based team providing support for those already living in their own tenancies in the south of the East Ayrshire Council area to help them maintain their tenancies.

At the time of the inspection, there were eight people using the building based service and 21 people being supported by the community service.

What people told us

People using the service told us that they were very happy with the service and thought that the support they received was so good that it had made quite a difference to each of their lives.

During the inspection we spoke to people who told us of the increased independence that the service has already given them and the work they are doing with the staff to improve their living skills in areas such as cooking and cleaning in order to prepare them for life after the Moving On Service.

We sent out a number of Care Standards Questionnaires to those using the service asking for their opinions.

Comments included:

"The staff are all friendly and my confidence is OK, I think."

Self assessment

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

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

During our visit to the service, we found the quality of the care plans to be of a very high standard. They were noted to be person centred in content, with individual support strategies in place. The staff that we spoke with told us that they found these documents to be very useful and easy to navigate when providing support. The plans contain evidence of the types of daily supports required by each individual as well as detailing the many appointments they have been supported to attend with a range of medical professionals involved in their care.

Where appropriate, risk assessments have been devised and are attached to the support strategies ensuring that any perceived risks are mitigated with the safety and involvement of the service users in mind at all times.

Outcomes noted for individuals using the service were noted as being aspirational and of their own choosing in preparation for their eventual moving on from the service.

All service users have their packages regularly reviewed and tailored entirely to their needs and wishes. This ensures that service users benefit from being supported by a multi-disciplinary team of professionals, each with their best interests at heart.

The service has developed an effective system of quality assurance in accordance with the guidelines and policies of the provider. This includes regular supervision and appraisal for all members of the staff team, observational monitoring sessions to ensure the competencies of the staff are of a consistently high standard and a service development plan which outlines the progress being made in the service and the path they are working towards to ensure continuous improvement for the benefit of those using the service.

Training available to the staff team is wide ranging and relevant to the needs of the people being supported. Staff we spoke with advised that they felt well equipped to effectively support the people in the service and are always comfortable discussing their own learning needs with their line managers to ensure continuous professional development.

What the service could do better

In order to reduce the amount of unnecessary information held within individual care plans, we discussed regularly archiving older materials held in these documents. This will ensure that support staff have access to the most up to date data/information, relevant to the needs of each person in receipt of support.

We also discussed ensuring that the information held in these plans is signed off as being reviewed within the last 6-12 month period. This will be most effectively done through regularly scheduled audits of the plans.

An effective way to do this is by ensuring that the staff acting as key workers work regularly with their line managers to review the plans they have responsibility for.

Supervisions are taking place regularly within the service; however, we can see that large parts of the discussions are focussed on how each service user is doing within the service.

This information is already captured through regular team meetings and of course the six monthly service user reviews taking place.

We have suggested that the supervision sessions should focus on the staff member, their role/responsibilities (as key worker) and development in the service.

Moving On Service has an effective development plan that they are working on throughout the year to ensure they progress and continually improve. One of the focus areas relates to creating an effective participation policy for the stand alone service which will outline how it aims to involve those using the service in the development of recruitment and induction of new staff, contributing to their training and learning as they progress in the service and in the reflective practice of staff after learning events, to see how the service users themselves have benefitted from training being offered.

We will examine the progress on these areas for improvement at the next inspection.

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	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
15 Feb 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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