

## Enable Scotland (Leading the Way) - Dunoon Housing Support Service

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Dunoon  
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Telephone: 01369 701924

**Type of inspection:**

Unannounced

**Completed on:**

17 January 2019

**Service provided by:**

Enable Scotland (Leading the Way)

**Service provider number:**

SP2003002584

**Service no:**

CS2004061919

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

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

Enable Scotland (Leading the Way) - Dunoon is a combined service that supports people with learning disabilities, physical disabilities and/or mental health issues.

Support is tailored to meet people's individual needs and outcomes. It is delivered in people's own homes, and ranges from a few hours per week to 24 hours per day. The service is a branch of the national care provider Enable Scotland (Leading the Way). Its aims and objectives state:

"We offer a wide range of support for adults who have a learning disability. Our approach is to help you plan and achieve the things you want to do in your life.

Whether you want support to live independently, to get out and about in your community, to work or go on holiday, we're here to help.

You will choose all the people you want to support you and we will always listen to what you have to say".

Enable Scotland (Leading the Way) - Dunoon has been registered with the Care Inspectorate since 2011.

## What people told us

As part of the inspection we spoke to people, and their families, who use the service. We did this through face-to-face meetings, telephone discussions and questionnaires.

The feedback we received was positive, and included:

"The staff are good. We go to cafes, cinema, trips and out and about. I bought a camera and go out with staff to do photography. I like doing that."

"I like living here. It's quiet and I feel safe."

"I have a few main workers and I'm close to them. I like and trust them."

"I've started to do some of my own housework now as well. Staff have shown me what to do, and I can do it myself. That's a big change for me."

"When my son attended hospital following a fall, the Enable staff were outstanding in their support of him and were able to relate to the hospital staff all of his medical history and needs. Although they had finished their shift, they remained supporting him until he returned home. The communication with us was very good."

"My son is always very well cared for."

"There have been some staff changes. However, Enable are particularly conscious of engaging the most suitable staff to be part of the team and always follow a rigorous round of interviews prior to employing staff."

"As parents, we are very happy with the care and attention that our son receives."

"My son thoroughly enjoys the excellent services provided for him by Enable."

"The staff are very good at their job."

## Self assessment

The service was not required to submit a self-assessment for this inspection year.

## 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

People supported by Enable Scotland (Leading the Way) - Dunoon generally experienced very good outcomes. Support was tailored to meet people's individual needs and goals. And we saw many examples of positive, life-improving experiences.

We tracked someone's progress through reviewing their support plan and receiving feedback from a care manager. The person was previously isolated, but through support had started work experience, gained qualifications and formed new friendships in the community. Their support circle confirmed there had been a significant transformation in the person's appearance, confidence and wellbeing.

We spent time with a person who had enduring mental health issues. They had formed strong relationships with staff, and now experienced better physical and mental health. The person was encouraged to learn new skills, take greater control of their life and be more active in the community. They told us: "The staff are good...I trust them. We go to cafes, cinema, trips and out and about. I bought a camera and go out with staff to do photography... I've started to do some of my own housework now as well. Staff have shown me what to do, and I can do it myself. That's a big change for me." We saw this as a good example of person-led and strengths-based support.

Staff practice was observed to be warm, caring and skilled. We saw staff support someone with complex learning and physical disabilities to be as active as possible. They completed physiotherapy exercises to promote their mobility. And we saw that the person regularly went swimming, walking trips and active holidays across the UK. This appeared to bring the person great pleasure, as well as physical, mental and sensory benefits.

People with non-verbal communication were included well in the service. We observed an interaction in which the worker clearly understood the person's signs, facial expressions and gestures. There was a positive exchange and meaningful dialogue, which was indicative of a skilled service.

Supported people had a voice in how their support, and overall service, operated. There were regular reviews, meetings and a person-led advocacy group. This offered people a forum to discuss any issues or ideas they had. And the advocacy group campaigned on a number of local and national issues. This was a very good example of people being included as active citizens.

We noted there were strong relationships between workers and the management team. Team leaders were experienced, pro-active and present across the service. They had worked hard to maintain high standards during a period of staff absences. Workers continued to receive effective guidance and support, and there was no negative impact on supported people. Staff levels had returned to normal, and we saw stability and high morale in the service.

There was a new manager since our last visit. We received positive feedback about their impact. The manager had quickly built good rapport with people, families and staff. They had also introduced a number of new, progressive measures. For example, people's support plans and reviews were more outcome-focused. This helped guide support and enable the service to measure people's progress and plan for the future.

We found evidence that the service had a multi-disciplinary culture. There were several examples of staff joint-working with health and social work professionals. Professionals' feedback was complimentary and highlighted good practice amongst staff and effective leadership. This was consistent with our finding that the service was enabling people to achieve improved physical and mental wellbeing, inclusion and skills.

## What the service could do better

We noted that staff supervision meetings were generally of good quality. However, many of them were recorded on blank documents with no clear structure. This posed a risk of inconsistency. We were pleased to learn that the service had plans to introduce a formal supervision template. This will ensure meetings are of a consistently high standard, and better promote staff development.

There was no evidence of annual appraisal meetings for some staff members. Whilst workers felt supported, appraisals are an important element of staff development. The management team were aware of this and had arranged meetings in the coming months. We will verify this at our next inspection.

Training and development of staff was overall very good. However, we saw that medication training was delivered online. We felt it would be more robust and effective to have face-to-face training in this area.

## 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
22 Feb 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
7 Mar 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
16 Feb 2016	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
26 Jan 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
5 Mar 2014	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 6 - Excellent
26 Oct 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
21 Mar 2012	Unannounced	Care and support 6 - Excellent

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed 5 - Very good
17 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
28 Apr 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
22 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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