

Inspire Great Northern Road & Hopetoun Housing Support Service

488A Great Northern Road
Aberdeen
AB24 2BH

Telephone: 01224 524559

Type of inspection:

Unannounced

Completed on:

26 February 2019

Service provided by:

Inspire (Partnership Through Life) Ltd

Service provider number:

SP2003000031

Service no:

CS2013321970

About the service

Inspire Great Northern Road is registered to provide a service to adults with a range of disabilities in their own homes. At the time of the inspection the service was supporting nine people in six homes in Aberdeen City.

Inspire state their purpose as: "We support people in a variety of settings, from enabling individuals and their families to plan for current and future support needs, using person-centred planning, to providing self-directed support to help people achieve their chosen outcomes".

Inspire aims to empower the life choices of adults, young people and children with learning disabilities and additional support needs in North East Scotland.

What people told us

We sent out ten questionnaires and received three back from people using this service and they were all ticked positively. One person commented that staff needed to motivate a particular person more, to encourage them to be more active.

When we spoke with people during our inspection they all said they were happy with their support and situation.

Self assessment

We did not request that providers (except childminders) complete a self assessment for the 18/19 inspection year. Instead, we took the opportunity to discuss and assess the service's progress using their improvement or development plan as part of their internal quality assurance.

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 inspection we found this service provided support to a very good standard.

The systems used and the support we saw were person centred with individuality and personal choices guiding what was done. People were encouraged to maintain and develop their interests and activities in a way that suited them. We saw that people were encouraged to use their own communities and risks associated with this were dealt with in an empowering manner enabling people to get the most out of life.

The support plans we saw were comprehensive and well completed covering how needs would be met and what people's wishes and choices were. They contained a lot of information and to avoid people missing important risk information there was a red risk alert form at the front of each folder which we thought was a good idea. Another form that we thought was particularly helpful was the missed medication guidelines which safeguarded people and reassured staff should this situation occur. These two examples showed us how the teams identified potential areas of difficulty and addressed them. We saw that regular reviews were held and people were involved in leading reviews by completing a form with their own thoughts beforehand.

The manager was trying different ways to involve people in improving the service such as family engagement events and linking with one of the service users who was part of the Positive People group. People were encouraged to think about how they wanted to engage with developing the service and one example was staff supporting someone to train for and take part in the Kilt Walk. This was recorded using photos in a scrapbook, which was a great method to use for recording achievements. We felt that people could be confident that workers were encouraged to be innovative in the way they supported and cared for them.

People are entitled to care and support which is consistent and stable because people work together well. We found that this was the case, helped by the small staff teams and a culture of open communication and problem solving. We saw evidence of this in written records, staff meetings and through hearing how staff spoke to one another. There was an expectation of leadership throughout all levels of the staff and teams were encouraged to manage their own needs in conjunction with the manager, for example to discuss practice and advise one another and to ensure good communication within their teams.

We saw how people's needs were met by the right number of people by timing shifts flexibly so that each person had the staff when they needed them. An understanding of how to support people was enhanced through liaison with other people and professionals as required. We felt the management team worked in a supportive manner, which was confirmed by staff telling us so. Openness with everyone was encouraged and people did not fear blame if they discussed things. People told us that they knew the manager who visited them in their houses. We saw quality assurance checks and a culture of continuous improvement embedded in the systems and we felt this was a service which was well led and managed.

What the service could do better

This service was working at a very good standard and this should be maintained. An area of improvement for the support plans would be to review outstanding outcomes or actions and make sure they are tracked to show if they are met or should be continued. This should not be left until the next six monthly review, it should be an ongoing process. Further development on identifying personal outcomes for people will move the service further away from being task or staff oriented and to be even more person centred.

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.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
15 Jan 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
30 Sep 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
1 Mar 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
25 Feb 2015	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate

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