

# Stranraer Skills Station Support Service

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Stranraer  
DG9 7RD

Telephone: 01776 704556

**Type of inspection:**

Unannounced

**Completed on:**

11 December 2018

**Service provided by:**

Stranraer Skills Station, an Association

**Service provider number:**

SP2010978375

**Service no:**

CS2010250666

## About the service

The service was previously registered with the Care Commission on 05 November 2010 and transferred its registration to the Care Inspectorate on 01 April 2011.

Stranraer Skills Station is registered to provide a Care at Home service to adults with a range of support needs living in their own homes.

The registration also covers the provision of a day service/community hub which can be provided for a maximum of eight people at any one time. This is generally used as a space where people supported on a one to one basis can take part in activities as well as meeting up with other supported individuals.

The service believes that "each person, whatever his or her disability, is a uniquely valuable individual and that people should have the personal freedom to pursue their individual outcomes and aspirations, taking control of their own life.

At the time of the inspection 64 people were using the service.

## What people told us

During the course of the inspection, we received feedback from 17 people using the service and/or their relatives. This included 11 completed care standard questionnaires, visiting four people at home and speaking to others over the phone.

Feedback was very positive about the staff and support provided. People using the service told us staff were respectful and caring and they felt comfortable raising any concerns if required.

We have taken account of the views of people using the service and their relatives when commenting on each of the quality themes.

## Self assessment

The Care Inspectorate has not requested services to complete a self assessment for this inspection year. We looked at the services own improvement plan and quality assurance paperwork to demonstrate 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	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

## What the service does well

Stranraer Skills Station performs at a good level in relation to the quality of care and support and management and leadership.

The service supports people with a range of needs to continue to live in their own homes. People told us how the support can be flexible depending on what they need and that staff are good at checking with them that they are happy with the service they receive.

"I like them (staff) because they're not bossy, I'm in charge".

"Staff are excellent, they do whatever is asked of them, couldn't do more for you".

Staff told us they felt well supported by senior staff and managers and were confident to raise any concerns they may have and these would be appropriately addressed.

It was good to see that the managers were committed to the ongoing development of the service and we could see that they had invested significant time and resources into ensuring that they had the right skills, knowledge and tools to take this forward.

## What the service could do better

We noted that a number of people using the service had not had their support reviewed on a 6 monthly basis as required. To ensure that support provided is meeting an individuals current needs, this should be reviewed at least every six months or as and when needs change. This needs to be a focus for the service moving forward so that they can be confident people are getting the most appropriate support to meet their needs.

Whilst we saw that some good work was being undertaken to develop the quality assurance processes for the service, these need to be formalised and consistently implemented across the service. This will support the identification of areas for development and ensure that the quality of the service is regularly reviewed to support its continual improvement.

Where incidents and accidents are being reported, we felt that more information was required to evidence what management actions had been taken as a consequence of these and to inform future practice and learning.

We made two recommendations in our last inspection report. One of these has been met, the other remains outstanding and will be repeated in this report.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 3

1. The provider must ensure that reviews of people's needs, and support plans are undertaken as and when required but at least once every 6 months.

This is to ensure that care and support is consistent with the national health and social care standards which state that:

My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met as well as my wishes and choices (HSCS 1.15)

2. The manager should ensure that appropriate training is available to staff to meet the needs of the different people they support. This is to give staff the skills and knowledge to help them support people in line with best practice guidance.

This is to ensure that care and support is consistent with the national health and social care standards which state that:

I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes (3.14).

3. To support the identification of areas requiring action and the continuous improvement of the service, the manager should ensure that robust quality assurance processes are in place. This includes (but not limited to):

- 1) Further development of audit documents to formalise them across all areas, ensuring that standards/ expectations are clearly identified.
- 2) Actions taken to address issues raised are clearly identified.
- 3) There is a quality assurance policy and procedure in place detailing process and systems used.

This is to ensure that care and support is consistent with the national health and social care standards which state that:

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

## 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).

## 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
24 Jan 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
23 Mar 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
9 Oct 2015	Unannounced	Care and support 5 - Very good

Date	Type	Gradings
		Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
14 Oct 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
16 Apr 2013	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
6 Nov 2012	Re-grade	Care and support Not assessed Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
19 Apr 2012	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 2 - Weak Management and leadership 4 - Good
21 Apr 2011	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good

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