

## Turning Point Scotland - Perth & Kinross Housing Support Service

3 Grosvenor House  
Shore Road  
Perth  
PH2 8BD

Telephone: 01738 639950

**Type of inspection:**

Unannounced

**Completed on:**

12 April 2019

**Service provided by:**

Turning Point Scotland

**Service provider number:**

SP2003002813

**Service no:**

CS2007145999

## About the service

This service registered with the Care Inspectorate on 1 April 2011.

Turning Point Scotland's Perth & Kinross provides support to people with learning disabilities and associated complex needs. This includes support for people in their own homes and an outreach service.

The stated aims and objectives of the service are:

"The aim of the service is to enable the people we support to live as independent and fulfilling lives as possible while providing a high level of intensive support depending on their individual needs.

At the time of inspection 17 people were being supported by the service.

## What people told us

We spent time with some people who were supported by the service, including a person who preferred to communicate with us by 'Talking Mats'. We also spoke with some relatives and others involved in overseeing the well-being of people supported. They told us about the positive changes that they had seen in people's lives as a result of the input from the service.

## Self assessment

We did not request a self-assessment but did discuss the service's development and improvement plan as part of our inspection.

## 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

Support plans had key personal information, a summary of the person's support needs and a more detailed support plan that included relevant risk assessments and medical information. Some plans were personalised to suit the needs or interests of the person and we would encourage the service to continue to develop support plans in this way. In addition, the service was introducing a participation plan for each person who used the service. This meant that people were increasingly involved in developing their own plans and were being encouraged to be involved in developing the service overall.

The service was very pro-active in ensuring that people were supported to attend medical appointments and have regular health checks and screening. They were also encouraged to make informed lifestyle choices that

would benefit their general health and wellbeing. For example, a worker had been trained to deliver a healthy eating and living course to people who were supported by the service.

In the area of adult support and protection, the service had a strong track record in supporting people to keep safe from harm and recognising any concerns promptly and risk assessing and managing such situations appropriately. In addition they were skilled in helping people to understand the impact and consequences of risky or unsafe behaviour and decisions.

People were encouraged to access their local community on a regular basis to do their shopping, banking, pay their bills and so on. Others enjoyed going for day trips and the service encouraged independent travel whenever possible. Rosie's garden, the service's own community project continued to be an important part of a number of people's week.

Another important feature of the service was supporting people to have short breaks and holidays. During our inspection we observed the help that someone was given to book a trip away, including assisting them to resolve a problem with the itinerary.

Workers had a wide range of training and development opportunities with a mixture of e-learning, classroom and service based learning taking place. Recent training and development had included; key worker workshops, recording, adults with incapacity, working safely, and digital support sessions. Therefore, people supported by the service could be confident that staff were well trained and skilled in supporting them with their particular needs.

In terms of management and leadership, it was clear that the service was being well led and managed. We were told that the new registered manager was having a very positive impact and had improved communication both within the service and with other key people. Regular team leader meetings promoted effective and informed leadership in each service area and a culture of involving all workers in improving the service was developing.

## What the service could do better

The service's development plan that was presented to us was very detailed, well informed, relevant, and a really good tool to develop and improve the service.

They had identified that there should be more emphasis on outcomes and citizenship in the support planning process with the voice of the service user to be encouraged and evidenced more clearly.

In addition, we discussed with them that they had to refocus on their review process and ensure that people had their needs reviewed at least every six months, with a record of these meeting taken with evidence of outcomes being discussed, including any progress made and next steps identified.

## 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).

## 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	
7 Jun 2018	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed

Date	Type	Gradings
4 Jul 2017	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed 6 - Excellent
26 Apr 2016	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 6 - Excellent Not assessed
27 Apr 2015	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 6 - Excellent 6 - Excellent
5 May 2014	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 6 - Excellent 6 - Excellent
14 May 2013	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 6 - Excellent 6 - Excellent
22 Jun 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 6 - Excellent 5 - Very good
1 Feb 2012	Re-grade	Care and support Environment Staffing Management and leadership 2 - Weak Not assessed Not assessed Not assessed
17 Nov 2010	Announced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed Not assessed

Date	Type	Gradings	
28 Oct 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
1 Jul 2008	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.