

with YOU Peffer Learning Disabilities Service Housing Support Service

Flat 1F2
3 Peffer Place
Edinburgh
EH16 4BP

Telephone: 0131 201 2936

Type of inspection:

Announced (short notice)

Completed on:

13 November 2018

Service provided by:

with YOU

Service provider number:

SP2004005200

Service no:

CS2004056010

About the service

with YOU Peffer Project is registered to provide a combined housing support and care at home service to adults living in their own homes. The same staff team provides both services in a combined way so we inspect them as one service. The service is provided by with YOU a charitable newly registered organisation (previously operating within Places for People).

The service is based in two locations in Edinburgh, one in the Peffermill area, the second in the Caltongate area. At the time of the inspection 15 people were receiving support at the Peffer project and 12 at the Caltongate project. The service was provided to people with a learning disability, autism and/or mental health difficulties. Support was provided by a team of 24 both full and part time staff, this included the manager, team leader and senior support workers and 11 regular relief staff. For this inspection we focused on the Peffer part of the service.

The aims of the with YOU:

"We are with YOU" working with people to live independent and meaningful lives.

Our mission is to provide positive, life changing support, delivered by inspiring, professional staff who, with YOU, will deliver your basic needs and highest aspirations.

All our work is underpinned by our POSITIVE values:

PROACTIVE attitudes are about making things happen and removing barriers and resolving issues.

OPENNESS means drawing on our ability to listen and provide the person we're supporting with the outcomes they've determined.

SKILLED practice is developed through continuous professional development, experience, knowledge, training and qualifications.

INNOVATIVE thinking can develop and improve all areas of the support we provide.

TOGETHER is the value we place in collaborating with and supporting team members and colleagues across and outwith the organisation.

INTEGRITY is being principled, respectful, honest and delivering on commitments.

VERSATILITY ensures the support we provide can meet the needs of anyone we support.

EXCEPTIONAL support means we transform lives.

What people told us

Eighteen Service User Housing Support and Care at Home Care Inspectorate questionnaires were sent out, ten were returned to us before the inspection, with seven Care Service staff questionnaires also returned.

We spoke with four service users and six staff, including the team leader. The feedback was very positive with people being happy to speak to staff or the manager about the care and support provided. People using the service felt listened to, respected and were encouraged to be as independent as possible.

Comments from questionnaires from people using the service and family members included:

'Some staff do everything they can for me and even do things to make my support more enjoyable. They encourage me to be more independent and assist with helping me achieve this.'

'My goals are worked on all the time, I have been fully supported to make my house a home it's my house.'

'The staff are good at helping me to get what I need as well as help with go to appointments and group work as well.'

'I like living here because I have staff sleeping over and I painted my bedroom.'

'The staff have really helped me come through a bad patch and I appreciate everything they do for me...Staff listen to me and it feels like a wee family service.'

'I think it is a very great service. We do lots of more activities than my last place...Staff make me feel good...I'm happy staff helped me raise money for charity doing the 'sleepout' which made me proud...I have more sense of pride.'

Comments from questionnaires from staff these included:

'I have done relief work here and have just moved from within the company to work here permanently. The team and PWS (People We Support) are valued and appreciated. I am amazed at the service that is offered here to PWS, always trying and more often than not succeeding to be very flexible and accommodating to ensure service meets PWS needs fully and being passionate and committed. Excellent H&S (Health and Safety) monitoring and recording, excellent team spirit, supporting help and respect for each other and towards PWS. Excellent management team with great communication and support, good confidentiality and data protection.'

'The transition from Places for People to withYOU has been fairly smooth.'

'This is one of the best jobs I have had and the support from management is excellent.'

The staff questionnaires highlighted how people were aware of most of the policies and procedures and had the necessary support and training needed to carry out the tasks of their job. Two people did not to what extend the following policies had been implemented within the service – restraint (times two), whistle-blowing, recruitment of carers and the participation policy. These areas were discussed with the manager during the inspection.

Self assessment

We are not asking services to provide a self-assessment this year while we continue to review how we inspect in the future. Instead, we will ask services for their improvement or development plan and discuss any changes they have made since the last inspection or intend to make. In conjunction with the new Health and Social Care Standards launched on 1 April 2018, the Care inspectorate have developed and are rolling out revised methodology for inspecting care and support services. The primary purpose is to support services to evaluate their own performance and support improvement. The six point grading scale will still be used, but based on the new frame work and standards.

From this inspection we graded this service as:

Quality of care and support	6 – Excellent
Quality of staffing	6 – Excellent
Quality of management and leadership	not assessed

Quality of care and support

Findings from the inspection

What the services does well :

Although the service had changed in name and status, the care and support provided to people we support (PWS) stayed exactly the same with PWS not noticing any difference. Each person had been involved in the process of moving from the previous provider, this included their vision of what type of service they wanted, ideas for a name and any changes that may benefit the individual, services and the new organisation. This process typified how the service involved people in all aspects of the service, their support and future.

The staff team were very in tune with the support, needs, preferences, likes and dislikes of each PWS. They were also excellent in working with individuals building on their strengths and working through any issues, this had resulted in a close and trusting relationship between the PWS's staff team and the overall staff team.

The service had a friendly, relaxed and fun atmosphere with many PWS's popping into the office at any time during the day or evening to chat to staff, the team leader and manager. They felt very included and listened to, all of the people we spoke to said they would have no hesitation in talking to any of their staff team or the manager if they had any ideas, wanted to do something or had any problems. This was seen through the information we looked at on staff and PWS's tablets, records from the services ECCO computer system and additional written and photographic information.

Each staff member had use of a tablet on which they could update daily notes on the ECCO system with the PWS, gather information for meetings and reviews and take pictures of any events, outings or activities the individual was involved in. One PWS had a tablet that was specifically designed for her communication needs with pictures and photos of her, places, times, other people, activities and tasks to be done. This helped staff to support her through her daily routines in a way she could understand and for staff to understand any communications from her via the information on the tablet and others they could access.

Each PWS was fully involved in all aspects of their support and were also fully involved in their six monthly reviews, inviting people they wanted there, the contents and discussion during the review. Staff were excellent in encouraging people to be totally involved and listened to them if they did not want to do something or during the process did not want to attend.

What the service could do better :

The organisations ECCO system was still a bit cumbersome, we were told although this was still being reviewed in some areas the organisation was limited in what it could do. How changes are made in the future need on going reviews.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of staffing

Findings from the inspection

What the services does well

Peffer has a dedicated and committed staff team who are open to any suggestions and ideas from PWS and willing to look into how these can be accommodated. These included attending football matches, wrestling events, the theatre, Peffer's Got Talent 2018, DVD evenings and being involved in a variety of projects and fundraising within and out with the service.

The whole staff team had supported some PWS to move from the Peffermill residences to larger and more independent accommodation. We saw very thorough records of the discussions that had taken place for all parties, how any concerns had been worked through and how the practicalities had been arranged, involving family members when desired. The people we met with who had either moved or about to move were extremely happy with how their staff team had helped them in this process and the support they are / would be still providing.

The staff we spoke to felt supported and listened to. They had two one to one in depth meetings per year, an end of year review and a minimum of three observations in all areas of their work. Since the last inspection the documentation had been reviewed and staff had space to give their views and opinions on all of the above. All staff were responsible for keeping their Continuous Professional Development information up to date. The service were also excellent in ensuring newer staff felt supported and had others around to guide them, the managers were very proactive in their support during and after any induction training.

Staff had benefitted from a range of training, both for personal and professional development, this included autism and dementia information, plus Step Into Leadership training. They were also encouraged to source additional training and reading and share this. The service had devised a training sheet for PWS finances on which they had to identify 16 mistakes. We were told this instigated a lot of discussion and a better understanding of how to record all finances appropriately.

The organisation was reviewing how it could support relief staff through their induction and training in a better, more consistent way. It was also organising a training event for the new Health and Social Care Standards which they were putting to music and poetry. The manager and team were excellent at devising innovative and fun ways of learning for all levels.

What the service could do better

Feedback from some staff members was that they would like to have quarterly team meetings reinstated. This would help them to bond more as a team and have more in depth discussions on PWS, the service and changes within the organisation. Due to some staff shortages some people felt they did not have the time to carry out their duties as fully as they wanted to. The team leader said they were aware of the issue and were trying to support each individual.

The service needs to continually ensure that staff have understood the organisations policies and procedures and how they impact on their work, some people were unsure of some of the policies. Although staff received these when updated and they were discussed at one to one meetings, the extent of some people's understanding may need more clarification.

The organisation needs to ensure the End of Year Review is mentioned in the main staff contract.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

Quality of management and leadership

This quality theme was not assessed.

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.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
11 Dec 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed 6 - Excellent
20 Sep 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good Not assessed
12 Oct 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 6 - Excellent 5 - Very good
27 Oct 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good 6 - Excellent
28 Oct 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 6 - Excellent 6 - Excellent
22 Oct 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 6 - Excellent 6 - Excellent
7 Sep 2010	Announced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed 6 - Excellent
18 Feb 2010	Announced	Care and support Environment Staffing 6 - Excellent Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
28 Nov 2008	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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