

Cantray Square Housing Support Service Housing Support Service

House 9. Cantray Square
Cantraybridge College
Croy
Inverness
IV2 5PP

Telephone: 01667 493500

Type of inspection:

Unannounced

Completed on:

19 June 2019

Service provided by:

Cantraybridge

Service provider number:

SP2003001718

Service no:

CS2004073116

About the service

This service has been registered since 2005.

Cantray Square Housing Support and Care at Home Services are provided by Cantraybridge Ltd, a voluntary organisation set up to deliver education and training in rural skills, for young adults with additional support needs. The organisation developed housing support and care at home services, specifically for students who could not take up a placement at the college without accommodation and support.

The service provides furnished accommodation and support for up to 19 students.

The accommodation available is offered as single occupancy flats and two or three bedroom houses, which are shared by tenants. Tenants also have access to laundry facilities, a large amenity hall for sports and social activities, games room and snooker room.

The service, which is intrinsically linked to the Cantraybridge College, aims to enable service users to acquire the competence and confidence to gain employment, earn a living and to generally develop their full potential.

What people told us

We issued 10 care standards questionnaires (CSQs) to service users and eight were returned to us.

All eight told us that they felt safe and that they had someone to talk to, if they felt worried or scared. Five of the eight respondents agreed that, overall, they were happy with the quality of the service they received.

From an analysis of the questionnaires returned to us we could see that people's privacy was respected. We had positive feedback about levels of respect and choice. People who experience care at Cantray Square told us that they were included and 'had a say' about the service they received.

Comments included: "I am very happy at Cantraybridge."

We spoke with a number of young people both in a small group setting and as individuals. They spoke positively about their experiences at Cantray Square and their wider social lives whilst at college. One told us; "Cantray is an awesome place for people wanting to be independent and find a job. It is the place to be!"

Parents contributing to their family member's care reviews praised staff members. One noted "such a great bunch of staff." We could see from various emails and the minutes of care reviews that they were much happier with the care and support being provided by Cantray which had taken over community-based support arrangements from another provider.

The service supported a diverse group of adults, some with complex disabilities and additional support needs, both within its college campus and in various community settings. Cantray's management and staff group worked hard to ensure people got the most out of life as well as delivering wide-ranging outcomes for individuals which enhanced their overall experience. We found this was reflected by the positive feedback we had throughout the inspection process.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service. Discussion about this took place during the inspection.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We found that the quality of care and support was excellent.

An evaluation of excellent describes performance which is sector leading and supports experiences and outcomes for people which are of outstandingly high quality.

We found that the service benefitted from a culture of continuous improvement which sought to ensure that the people who used it got the most out of life. This was demonstrated by numerous examples evidencing a wide range of positive outcomes for people, including improvements to their health and wellbeing, gaining both independent living skills and skills to secure voluntary work placements and jobs.

There were also opportunities to take part in a reciprocal European work exchange. The latter afforded new life experiences in wide-ranging settings in Belgium. These included work experience opportunities and a social and leisure programme.

Feedback from participants included the following comments:

"Working with other people with the same learning difficulties as myself made me more comfortable. I felt included and part of a team. Staff were very kind and hospitable and treated me as one of them. A great experience."

"I went to work in a cafe to learn new skills. I learnt hygiene, new recipes, cutting vegetables and cutting fruit. I learnt how to serve people and clearing up tables and work surfaces."

"I was able to put all my known skills into practice. I had to adapt to new people every time I went to a new place and had the confidence to be able to communicate with them whilst working." This was the service's second exchange visit to Europe through the Erasmus Project, a third was being planned. We considered these innovative experiences helped people develop new skills, learn, first-hand, what it is like to live and work abroad and boosted their employability.

The service had developed detailed support plans which laid out how each individual was to be supported in their preferred daily living routines. People were recognised as experts in their own experiences, needs and wishes. Wherever possible they were fully involved in decisions about their ongoing care and support.

Cantray Square had put in place smart phone technology to better improve the care and support it delivered and to better monitor and support its community-based staff. This technology was now embedded practice within the service. Staff reported that tenants found its use a much more interactive and positive experience as tenants could better understand what was being recorded and how their progress was being evaluated.

The service had developed close working relationships with allied multi-agency professionals and this ensured that the health and wellbeing of people were being routinely assessed and measures put in place to provide the necessary supports. This included healthcare interventions including dental surgery and psychology supports to better address complex behaviours which were contributing to improved daily living experiences.

Cantray had recently gained silver accreditation through the Investors in People (IIP) scheme which recognised that people work well together to generate new ideas. Staff within the service were registered with the Scottish Social Services Council (SSSC).

We saw examples of staff training commitments which evidence their passion for both ongoing professional development and to develop specialist support skills for people at Cantray. Amongst these we noted several diploma training commitments in positive behavioural supports and counselling. Once achieved these should ensure a more skilled workforce who would be better equipped to support people with additional needs.

They were also contributing to a 'continuous improvement group' to further develop the positive learning environment at Cantray.

Overall, we found that people were in the right place to experience the care and support they both wanted and needed. Their individuality was being respected. Supports were person-centred and tailored to the needs of each person.

We thought people could be confident in Cantray Square as a thriving therapeutic community and benefit from its wide-ranging opportunities and culture of continuous improvement.

Overall, we assessed this as a unique service that benefited from sound leadership, which was committed to effective quality improvement and the delivery of high quality care and support. We rated it as a centre of excellence.

What the service could do better

Although not within the direct scope of the inspection process we highlighted some areas of the Cantray campus that we thought would benefit from redecoration. The providers agreed to look into this as part of their rolling maintenance programme.

We suggested the provider should explore how the financial supports to people who experience care, currently reliant on a key staff member, could be better supported to improve access and share accountability.

The provider should continue to explore ways in which its excellent standards of care and support could be maintained and further improved.

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	
7 Jun 2018	Unannounced	Care and support	5 - Very good
		Environment	Not assessed

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	Not assessed
23 May 2017	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
28 Sep 2016	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
15 Dec 2015	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
12 Sep 2014	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
30 Sep 2013	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
4 Oct 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
15 Sep 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	Not assessed 4 - Good
25 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
20 Nov 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 4 - Good

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