Turning Point Scotland - Wigtownshire & Stewartry West
Housing Support Service

Newall House
22 Newall Terrace
Dumfries
DG1 1LW

Telephone: 01671 401215

Type of inspection:
Unannounced

Completed on:
11 April 2019

Service provided by:
Turning Point Scotland

Service provider number:
SP2003002813

Service no:
CS2004077539
About the service

This service registered 31 August 2004, transferring its registration to the Care Inspectorate on 1 April 2011.

Turning Point Scotland Wigtownshire and Stewartry West is part of the wider Turning Point Scotland (TPS) organisation and registered to deliver a combined housing support and care at home service to adults and older adults in their own homes and in shared accommodation.

The care at home registration additionally allows support to be provided in the community and to children of secondary school age.

The service primarily supports people with learning and physical disabilities, mental health problems and autism. The service currently supports people across Newton Stewart, Kirkcudbright, Stranraer and outlying areas.

Support provided can range from a few hours per week to 24 hour support including one shared house (of multiple occupancy).

At the time of the inspection the service was providing support to 17 people.

The service aims to provide a high quality service which:

- is tailored to the needs of the individual
- supports the individual to develop their full potential
- accords individuals respect and dignity
- ensures that individuals exercise informed choice, within proper safeguards
- enables individuals to become active and valued members of their local community
- promotes the realisation of individual dreams and aspirations.

What people told us

We met five and of the 17 people currently using the service and spoke to one person and three relatives of people using the service over the phone.

We also received completed care standard questionnaires from five people who either use the service themselves or are relatives/carers of people using the service.

We observed interactions between staff and people using the service that were generally warm, supportive and demonstrated an understanding of individual communication needs. We made some comments about how practice could be improved in relation to interactions with one individual, whilst these were seen to be caring and supportive, we felt they were not as respectful as they could be.

Whilst overall feedback was very positive about both the staff and service, we received some feedback which raised concerns about certain elements of the support provided. We discussed this with the management team and steps were taken to immediately address those concerns.

Staff treat me well

Staff know me well and I have a small core team
Staff are trained in my condition

I get to speak about things at reviews and meetings

Staff are great, they look after (my relative) well. They go out and about lots and on holidays too which (my relative) loves.

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. These demonstrated 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:**

<table>
<thead>
<tr>
<th>Quality of care and support</th>
<th>5 - Very Good</th>
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</thead>
<tbody>
<tr>
<td>Quality of staffing</td>
<td>not assessed</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>5 - Very Good</td>
</tr>
</tbody>
</table>

**What the service does well**

We found that the service was performing at a very good level in relation to the quality of care and support and management and leadership.

People using the service were encouraged to achieve their potential with staff being supportive of their aspirations. We heard about and saw evidence of positive outcomes being achieved. People using the service can be confident that staff are encouraged to be innovative in the way they support and care for them. This included the use of technology to promote independence and reduce anxiety, leading to increased social, leisure and learning opportunities as well as community engagement.

Person centred planning meetings help tailor support based on the individual’s needs and wishes so that their care and support meets their needs and is right for them.

Staff we spoke to were very positive about their team and the managers of the service. Both staff and people using the service told us they felt confident to speak to managers if they had any concerns and that they would be listened to.

Staff and managers we spoke to were passionate about delivering high quality support and ensuring that the person was at the centre of their support.
What the service could do better

Whilst there are some good quality assurance processes in place, some of the systems being used could be further improved to reduce repetition and make them more robust. We noted that whilst there were a number of action plans in place, some of these were not directly related to the actual audit processes and did not lend themselves to clearly evidencing what had been audited, where actions were required and how these had been addressed (any outcomes).

Risk assessments need improving to ensure they contain sufficient detail about both the risk and how this is managed. There also needs to be clearer guidance for staff in relation to proactive and reactive behaviour management strategies where these are required. We discussed how the information in the support plans was disjointed and lacked an outcomes focus which meant it was difficult to follow.

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.
## Previous recommendations

There are no outstanding recommendations.

## Inspection and grading history

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<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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</thead>
<tbody>
<tr>
<td>25 Apr 2018</td>
<td>Unannounced</td>
<td>Care and support: 6 - Excellent, Environment: Not assessed, Staffing: 6 - Excellent, Management and leadership: Not assessed</td>
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<tr>
<td>10 May 2017</td>
<td>Announced (short notice)</td>
<td>Care and support: 6 - Excellent, Environment: Not assessed, Staffing: 6 - Excellent, Management and leadership: 6 - Excellent</td>
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<td>4 May 2016</td>
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<td>Care and support: 5 - Very good, Environment: Not assessed, Staffing: 5 - Very good</td>
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<td>Management and leadership</td>
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