

Turning Point Scotland Elgin Housing Support Service

Greyfriars Close
Elgin
IV30 1ER

Telephone: 01343 556466

Type of inspection:

Unannounced

Completed on:

20 June 2019

Service provided by:

Turning Point Scotland

Service provider number:

SP2003002813

Service no:

CS2004061448

About the service

Turning Point Scotland - Elgin provides a service for adults who have learning disabilities who live in individual flats or bungalow accommodation within Greyfriars Court and in their homes in the community. At the time of the inspection 14 people were being supported.

Greyfriars Close is a purpose-built unit with each flat having its own kitchenette and bathroom with a bath or shower. There are communal sitting rooms, dining room, kitchen and laundry facilities. An adjacent bungalow provides two single bedrooms with a shared bathroom, kitchen and sitting room. The premises are situated in the centre of Elgin.

The aims and objectives of the service included these statements:

- 'Provide each tenant with their own individual support package which appropriately meets their needs'.
- 'Be creative and flexible with service users' support'.
- 'Respect and listen to service users and to involve and encourage them to make decisions about their service and the service as a whole'.
- 'Encourage service users to lead a full and as active a life as possible'.
- 'Provide a homely and safe environment'.

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

What people told us

We spent time with the majority of people who were receiving support. Not all of the people who used this service could tell us directly what their views were. In order to form an opinion about their level of satisfaction, we gathered views using Care Standards Questionnaires from people using the service and from their relatives/guardians. We also spoke with six relatives by telephone and five face to face. We received feedback from an external professional who was involved with the service.

All the people we spoke with were highly satisfied with the service. It was apparent people had been supported to develop independence skills and there were professional, caring and respectful relationships between staff, the people they supported and their families. We will include comments from people we spoke with throughout the report.

Self assessment

Services were not required to submit a self-assessment for this year's inspection. We looked at the 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:

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

What the service does well

We evaluated the provider as very good in care and support and staffing. This meant the provider evidenced major strengths in supporting positive outcomes for people receiving the service.

The manager and staff had worked hard and had been committed to making improvements following the last inspection. Our observations evidenced people were better engaged in community activities and staff supported people in a more confident and professional manner. Relatives told us there were more consistent staff teams and communication had improved. It was also apparent relatives had higher levels of trust in the staff and the management team. In general, there was a very positive atmosphere within the service and relatives and people being supported were highly satisfied. The above improvements meant people receiving a service had grown in confidence, had more choice in their day to day lives and had learnt new skills. Some comments from the people we spoke with included:

"Communication is really good, staff phone me most nights and let me know how my relative's day has been."

"Staff are genuine, warm and caring. Really good communication, staff keep me in loop. All staff are really approachable. They respect that my relative likes his own space and is quite solitary. They still try to include him where appropriate, and he is always given options".

"My relative has a very good social life, planned activities and also ad-hoc with his flat mate, that is, pub, darts, bingo which he loves".

"Staff team is very consistent and my relative has good relationship with all staff, prefers males to support and majority of the staff who support my relative are male".

"My relative is happier than they have ever been, staff have a really good understanding on how to support my relative".

"Staff encourage my relative to be as independent as she can be, they pay good attention to her personal care and know it is important for her to look nice".

"Staff are very approachable and there is open and good communication between myself and staff".

"There has been an improvement since the last inspection; we are really happy with consistency of the staff team, they are excellent and my relative is very happy. Staff are receptive to suggestions, I feel reassured that my relative is safe when I leave him here. Staff go the extra mile to find things he likes doing".

Care and support was delivered in a way that was right for the person and focused on how the person's life could be enhanced. A new care planning system had been introduced. We were impressed at how person centred this was. The care plans clearly identified how a person wanted to be supported and what was being done to promote the person's independence and confidence. There had been full involvement of the person and their family in these, thus they focused on the person's wishes and needs. It was apparent staff were very knowledgeable about the best way to support people and followed the guidance in the care plans.

The management team worked alongside staff members on a regular basis. This allowed them to directly supervise, support, coach and observe staff to ensure they were providing care and support to a high standard within a value based framework. Our observation confirmed staff interacted with people in a respectful, kind, appropriate and fun manner. This approach had enabled strong, trusting relationships to be

built between staff and the people they supported. Promoting people's independence and choice was the main focus of staff attention. Some comments from the people we spoke with included:

"The staff help me feel safe and welcome, they are friendly, nice and kind. I always have a say in what I do".

"There is always a staff member to talk with, this makes me feel better".

"I am fully involved in my relative's review, they also involve him fully".

"The provider has been proactive in delivering a person centred support package. They have worked very closely with my client with a named staff team to implement protocols and guidance. They have liaised closely with guardians and professionals and enabled positive communication."

Staff told us they were well supported and found the senior management team to be approachable and supportive. There were good recruitment procedures for staff which maintained the safety and well-being of people using the service. The service also ensured that the staff were appropriately registered with professional bodies.

The provider strived to be open and transparent. Relatives felt confident they could raise any concerns they had with staff and the manager of the service and these would be resolved. There were robust quality assurance systems in place that enabled the provider to identify what the service was doing well and what they could improve on. When we looked at these it was clear the service was well led and managed.

What the service could do better

The manager and senior staff team recognised the importance of sustaining the improvements they have made over the last 12 months. They have identified that staff require ongoing support in respect to the new support planning system and that promoting individuals' independence remained a main focus of their work. We will consider this at the next inspection.

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	
19 Jul 2018	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
28 Apr 2017	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
4 May 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
5 May 2015	Unannounced	Care and support Environment Staffing	5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
6 May 2014	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
16 May 2013	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
24 May 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good
18 Oct 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
6 Nov 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
10 Dec 2008	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	4 - Good

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