

The Richmond Fellowship Scotland - South & East Ayrshire Housing Support Housing Support Service

58 Main Street
Ayr
KA8 8EF

Telephone: 01290 426889

Type of inspection:

Unannounced

Completed on:

14 May 2019

Service provided by:

The Richmond Fellowship Scotland
Limited

Service provider number:

SP2004006282

Service no:

CS2004061333

About the service

The Richmond Fellowship Scotland South and East Ayrshire Service are registered to provide a combined housing support and care at home service to adults. The service registered in August 2004 with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. This service supports adults with learning and/or physical disabilities and/or mental health problems. Their aim is to provide high quality services to people within their own home and community that promotes inclusion and maximises individual potential.

The service is delivered on an outreach basis across South and East Ayrshire by five teams of staff that operate from three accessible bases in Ayr, Cumnock and Kilmarnock. Three of the teams deliver a core and cluster type model where staff are on site twenty four hours per day. At the time of the inspection, the registered manager was based in Cumnock and was supported by four team managers, ten team leaders and an administrator. The staff provided tailored support to meet individual needs by working in small teams and on a one to one basis. Packages of support hours vary from a few hours per week to twenty four hours per day to enable people to live independently.

What people told us

We met with and visited twenty three people across the five teams and were able to observe carers interactions and speak to people about their experience of being supported by The Richmond Fellowship. When asked people told us how highly they valued the service, that they really appreciated the reliable and good quality support, telling us how caring the staff were and about the positive impact support has on their quality of life. Where people were not able to speak to us we could see carers were confident in communicating and understood individual methods of communication well. People appeared comfortable and very relaxed with their carers.

We received feedback from twelve relatives, an inspection volunteer telephoned and spoke with ten relatives to get their feedback on the quality of care they had experienced. Feedback in care standards questionnaires from nineteen of the people supported or their relatives was positive. We also asked for the views of staff and professionals during the inspection.

Examples of comments received were:

- "They show care and understanding and know well my little ways"
- "They seem to know what works for me"
- "Any problems are dealt with, our relative is very happy with support from Richmond"
- "Canny think of anything negative about the service"
- "I have a good laugh with my staff"
- "Don't know where I would be without them"
- "I look forward to the staff coming in, I can talk to the staff"
- "Without support I would not be here"
- "The service is helping me to lead a stable life"
- "He gets a lot of support, its excellent, they are very good with him"
- "Very pleased with the service"
- "Support has made a huge difference to his life"
- "Any issues I can phone them and resolve these"
- "They listen to concerns and suggestions"
- "Service is really good, fantastic, staff are really nice"
- "Fantastic staff, no one is better than the other"
- "Support has given me my life back"

"Support has made a huge difference, I know I can rely on them"

Self assessment

The service was not asked to complete a self assessment in advance of this inspection. We looked at their development plan and quality assurance systems. These demonstrated their priorities for improvement and how they were monitoring the quality of provision within the service.

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

The Richmond Fellowship service across South and East Ayrshire continues to deliver a very high quality of care and support that meets people's needs enabling them to live in their own homes. We observed established teams delivering competent and caring support; we could see that support staff knew people very well and that effective trusting relationships had developed. People told us "They are good carers, they support me in the right way" and "what they do particularly well is emotional support and guidance in the right way" which tells us that support staff knew how to deliver care in a way that was right for the person. One relative described how the Richmond Fellowship have provided excellent support; how they have benefited from the service being very flexible and how they have established a great team of staff who all bring different skills and personalities which enhances the persons support and their quality of life. People told us how support had changed their life in so many positive ways and we saw examples of the significant difference the service was making to people on a daily basis.

People can expect to get the most out of life because the organisation and staff supporting them have an enabling attitude and believe in their potential. Several people told us how difficult their lives were before receiving support and described the significant positive impact of initially having high levels of support that had been reduced as their confidence, skills and ability to live independently had grown. We could also see flexibility where support was increased for short periods of time where crisis intervention, encouragement or reassurance were needed or supports were changed to establish routines or suit individual lifestyles.

People told us that without support they did not like to go out and how with support they had been able to get involved in groups or activities in their local community and were making and maintaining friendships. What we found was reiterated by relatives who said, "He is a changed lad, he is really happy", "They support the person, but also give them their independence".

A family member told us how they used to struggle to give support particularly with financial aspects and medication and how having staff support makes a huge difference to them all, enabling independence and privacy.

People can expect to be involved in developing and reviewing their personal plan and to be supported to give feedback to help the service improve.

Support plans were needs-led and person centred demonstrating a commitment to supporting people to achieve their own personal outcomes and become more independent with the right levels of support for them.

A newly established responder service was a very good example of enabling people to become more independent and have greater choice and control over their lives through the use of technology and on call staff. We saw how well this was working for those included in the pilot with examples of individuals no longer requiring staff support overnight, or to be accompanied to activities or visit friends. People had regular reviews of their support where they looked at what was working and what could be changed to support the person to reach their potential, in line with the aim of the service and ethos of the organisation.

People could be confident that their physical, mental and emotional wellbeing was improved due to the support they received; it was evident people benefitted from a multi agency approach to their care and from the positive relationships that were in place with a range of professionals including learning disability and community nurses. The service assisted people with their medication and had effective systems and training in place to manage this. We discussed an issue with medication recording in one area with the manager and actions were taken to address this.

People can expect to receive high quality care and support that is right for them and to experience compassion, dignity and respect. People told us they were supported by consistent teams which allowed them to get to know their support staff and to build relationships. Where there had been changes to support staff individuals met new staff and had a say in whether they were suitable to join their team or not. People supported were sometimes involved in recruitment of new staff.

People receiving care can expect those supporting them to have been appropriately and safely recruited. There were robust recruitment processes in place and staff were appropriately registered with a professional body such as the Scottish Social Services Council. It was evident that new staff received an induction and all staff had access to training, supervision and support to equip them for their role meaning that people could have confidence in their carers because they are trained, competent and skilled.

The service had robust quality assurance processes in place meaning that people could be confident the service was well led and managed. We could see there were systems in place for safeguarding such as incident recording and reporting and there was a good knowledge and understanding of adult protection concerns, which were raised and followed up appropriately.

We could see that complaints to the service were recorded, actioned and responded to and in line with policy. People told us they were comfortable discussing any issue or concerns that arise. One person said, "They are doing a great job, they ask me if I have any worries, they listen to what I have to say". We heard some examples of where people had spoken to a team leader or staff member about a concern and the matter was resolved", demonstrating there was confidence in the staff and management of the service.

What the service could do better

We would like to see the continued sharing of skills in support planning across the teams to achieve a consistently high standard as they did vary. The service could also better demonstrate in support plans and reviews progress that people have made towards their goals evidencing the positive impact of the service.

There were a range of line management tools in place including supervision and appraisal, practice observations and team meetings; the frequency of use and quality varied across the teams. The manager should consider how these could be better utilised to encourage reflective practice that could have a positive impact on individual outcomes.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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
24 May 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
12 May 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
2 Aug 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
6 Aug 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
4 Apr 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
13 Feb 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
1 Jul 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
15 Sep 2009	Announced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
20 Nov 2008		Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good

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