Inspection report

Streets Ahead (Borders) - Galashiels/Melrose - Care at Home Support Service

Eildon Burn Care Home
Dingleton Road
Melrose    TD6 9QN

Inspected by: Sandra Thompson
(Care Commission Officer)

Type of inspection:

Inspection completed on: 10 February 2009
Service Number
CS2004076953

Service name
Streets Ahead (Borders) - Galashiels/Melrose - Care at Home

Service address
Eildon Burn Care Home
Dingleton Road
Melrose    TD6 9QN

Provider Number
SP2003001977

Provider Name
Streets Ahead (Borders)

Inspected By
Sandra Thompson
Care Commission Officer

Inspection Type
Inspection Completed
10 February 2009

Period since last inspection
11 months

Local Office Address
Galashiels Office
Unit 10a
Ground Floor
Galabank Business Park
Wilderhaugh
Galashiels
TD1 1PR.
Introduction
Streets Ahead (Borders) Ltd provides a Housing Support and Care at Home service to people with learning disabilities and or mental health problems who live in the Borders area.

The main office is located in Hawick, with a further office in Melrose. The Galashiels/Melrose branch provides support to 17 service users. The service was registered by the Care Commission in August 2004 as a combined Housing Support and Care at Home Service.

The service provides person centred support to service users in their own homes or in their family homes. An on call service outwith office hours was provided.

The philosophy of care was based on the Five Accomplishments. The organisations mission statement says "We aim to offer support, guidance and practical help in a way that ensures that the Rights, Dignity and Individuality of each person are the foundation of the plans we develop and agree".

This announced inspection was carried out by one Care Commission Officer on 10th February 2009.

Based on the findings of this inspection the service has been awarded the following grades:
Quality of Care and Support - 4 - Good
Quality of Staffing - 4 - Good
Quality of Management and Leadership - 4 - Good

This inspection report and grades represent the Care Commission’s assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission’s website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report
This was an announced inspection carried out by Sandra Thompson, Care Commission Officer on 10th February 2009.

Before the Inspection
The Annual Return
The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form
The service submitted a self-assessment form as requested by the Care Commission.

Views of service users
7 service users were sent questionnaires and 6 returned them.

Regulation Support Assessment
The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an
assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

Staff at inspection
The Manager
The Director

Evidence
The Officer examined a range of evidence including the following:
service user support plan
complaints procedure
staff meeting minutes
staff code of conduct
staff training records
staff turnover details
accident and incident audits
health and safety policy
confidentiality policy

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09
Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:
http://www.carecommission.com/

Fire Safety Issues
The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements since last Inspection
There were no requirements made at or since the last inspection

Comments on Self Assessment
Self assessment documentation was completed to a satisfactory level, with areas for improvement clearly identified.
View of Service Users
Service users and/or their representatives who returned completed questionnaires stated they were "very satisfied" with the service overall.
Comments included:
"The staff and service makes me happy and makes me laugh"
"I'm so very happy with my support service. Every member of staff has more than enough skills to meet my needs"

View of Carers
Carers who returned questionnaires were "very satisfied" with the service overall.
Comments included:
"...I have the highest regard for all the care workers whom I have met over the years.....no effort seems to be too much in taking him to the things that he loves most"
"We would like to confirm that our son....is very comfortable with the programme and services provided and extremely happy with all who care for him"
Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

The Manager informed the Officer that people who used the service were encouraged to take part in Care Commission inspections.

Care Commission inspection reports were made available to service users.

Service users confirmed they were aware of the complaints procedure.

The complaints procedure was available in a format suitable for service users.

Reviews were held on a regular basis. Service users confirmed they were involved in planning and reviewing their care.

House meetings were held on a regular basis. Service users were encouraged to discuss all aspects of their support.

Areas for Development

The Manager acknowledged a need to further develop existing areas of service user participation. Progress on this will be followed up at the next inspection.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 2: We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential

Service Strengths

Person-centred support plans were drawn up involving the service user and their representative.

Support plans evidenced that individual choices were being made in areas such as food planning, clothing, activities etc.

The Manager explained that some service users found it difficult to cope with a number of
choices and the emphasis was on staff supporting them to make "safe" and "informed" choices.

Likes and dislikes were clearly identified in support plans.

Support reviews were help approximately every 6 months. Reviews included an explanation of the complaints procedure and a reminder of how to make complaints and comments. The complaints procedure was in a suitable format to aid understanding for service users.

Service users were encouraged to personalise their new house/room.

**Areas for Development**

There was no introductory pack for service users. (see recommendation 1)

There were no written agreements between the service and the service user (see recommendation 2)

**CCO Grading**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

2
Quality Theme 2: Quality of Environment

Overall CCO Theme Grading:
Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

Comments made in 1:1 also apply to this statement.

The Manager described ways in which service users had been involved in assessing and improving the quality of staffing in the service. This included service users being involved in the recruitment process, service user's relatives being invited to team meetings to meet staff and discuss care.

Regular reviews were another way in which service users/representatives could comment or raise concerns about staffing issues.

Weekly house meetings offer service users an opportunity to provide feedback on the staff who are supporting them.

Areas for Development

The Manager has recognised the need to develop a more systematic approach to involving service users/representatives in the recruitment process.

The Manager recognised the need to develop a system to allow feedback from service users to be fed into the staff appraisal process.

Progress in these areas will be followed up at the next inspection.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 4: We ensure that everyone working in the service has an ethos of respect towards service users and each other.

Service Strengths

The organisation has a code of conduct in place which forms part of the employee handbook.

Staff who returned questionnaires confirmed that they had a copy of the Scottish Social
Services Council (SSSC) codes of practice.

Service users and/or their representatives were "very satisfied" that staff treated them respectfully.

Supervision and team meetings were held on a regular basis.

There was a whistleblowing policy in place.

There was a grievance policy in place.

Staff who returned questionnaires were aware of these policies.

Team meeting minutes evidenced that "respect" had been discussed in relation to service users.

**Areas for Development**

It is suggested the code of conduct for employees makes reference to the need for staff to treat each other and service users with respect.

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

0
Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths

Comments in 1.1 also apply to this statement.

The Manager advised that some family members and carers were Directors on the Board of Management of the organisation and participated in the development of the strategic direction of the service.
Home Support Workers (with responsibility for supervision), Deputies and Managers receive leadership training with the organisation.

Areas for Development

The Manager was aware of the need to develop a participation strategy.
The Manager was aware of the need to provide leadership training to all staff.
It is suggested that the Provider look at ways of encouraging participation of service users/carers on the Board of Management.
Progress in these areas will be followed up at the next inspection.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 4: We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

Service Strengths

The service has introduced internal audit systems to monitor and evaluate aspects of care and staff performance.
The service was working towards accreditation with the National Autistic Society.
The complaints procedure was available in a format which was appropriate for the needs of service users.
The organisation gained an Investor in People Award in 2002.
The Manager was aware of her responsibilities in relation to notifications to the Care Commission and the SSSC.

Areas for Development
The Manager had identified the need to develop and implement a comprehensive Quality Assurance system. It is suggested that service users and their representatives are involved in this process. Progress on this will be followed up at the next inspection.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0
Regulations / Principles

National Care Standards
Enforcement
There has been no enforcement action against this service since the last inspection.

Other Information
None

Requirements
None

Recommendations
1. It is recommended that the service develop an introductory pack which contains the information detailed in Standard 1. National Care Standards. Housing Support/Care at Home. Standard 1 - Informing and deciding.

2. It is recommended that the Provider develop a written agreement which clearly defines how the service will meet the individual's needs.

National Care Standards. Housing Support/Care at Home. Standard 2. The written agreement.

Sandra Thompson
Care Commission Officer