Inspection report

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

Eildon Burn Care Home
Dingleton Road
Melrose    TD6 9QN

Inspected by:                Annwyn Noble
(Care Commission Officer)

Type of inspection:          Announced

Inspection completed on:     31 August 2005
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<th><strong>Service Number</strong></th>
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<td>31 August 2005</td>
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<td>Galabank Mill</td>
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<td>Wilderhaugh Trading Estate</td>
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Introduction
This Housing Support and Care at Home Service is an integrated Service which was developed by Streets Ahead (Borders), an established Care Provider within the Scottish Borders. The Housing Support and Care at Home Service was registered by the Care Commission in August 2004. At present ten service users are being supported by Streets Ahead (Galashiels/ Melrose). Eight of whom are Housing Support service users and two are Care at Home users.

One of the aims of this integrated Service is "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".

Basis of Report
Before the Inspection:
The manager had completed a pre-inspection return and self evaluation which detailed the strengths and any areas for development identified by the staff in relation to the National Care Standards inspected.

During the Inspection:
At the Inspection which began on 31st August the Care Commission Officer (here-in called officer) spent time in discussion with the manager and sampling documentation.

Following this, information was gathered through the return of two representative questionnaires, four staff questionnaires and by the officer speaking with two representatives of service users by telephone on 6th and 7th October 2005.

The Personal Plans of four service users were viewed during the meeting with the manager. The Policy and Procedure documentation relating to the aims and objectives of the service, staff recruitment, induction training process and on-going training plan was seen by the officer.

The officer took all of the above into account and reported on whether the service was meeting the following National Care Standards Care at Home Services and Housing Support Services:

Standard 1, Care at Home- Informing and deciding
Standard 2, Care at Home-The written description
Standard 4, Care at Home-Management and staffing
Standard 7, Housing Support Services-Exercising your rights
Standard 8, Care at Home- Keeping well, medication
Standard 11, Care at Home- Expressing your views

Action taken on requirements in last Inspection Report
Not applicable as this was the first Inspection of this Service.

Comments on Self-Evaluation
A detailed self evaluation of the National Care Standards which were subject to Inspection at this time was completed by the manager. The contents of which informed the Inspection
process and report writing.

**View of Service Users**  
No service users choose to meet with the officer during this Inspection. One service user returned a questionnaire which indicated that overall they were "very satisfied" with the quality of service offered.

**View of Carers**  
Two representatives (relatives of service users) spoke with the officer and one also completed a questionnaire.  
Positive comments made were:  
"Very pleased with the standard of care"  
"Entirely impressed with the service"  
"My relative is treated with respect and as an individual at all times"  
"The staff are very professional and caring"  
"The manager is very supportive to us as relatives and keeps us informed".

The staff questionnaires recorded that the training opportunities within the service were good and overall the staff indicated that they felt valued by the organisation.
Regulations / Principles

National Care Standards

National Care Standard Number 1: Care at Home - Informing and Deciding

Strengths

A brochure was available which informed service users and their representatives of what Streets Ahead aimed to provide. This was available to existing and potential new users.

The individual support plans acted as an agreement as to how staff would spend their time with service users. This had been developed between the service user, the staff team and their representatives. Those viewed were seen to be very comprehensive.

A system was in place for users to contact their Care at Home/ Housing Support provider outwith designated support hours.

Risk assessments were part of each individuals support plan, these were updated as and when required.

A system was in place for the recording of accidents, incidents and complaints.

Areas for Development

There were no areas for development identified at this Inspection.

National Care Standard Number 2: Care at Home - The Written Description

Strengths

The manager informed the officer that purchase agreements between the purchaser of the service, the service provider and the service user were set up and signed by the relevant parties.

The manager evidenced that the details of where, when and by whom support would be provided was agreed prior to commencement of the service. Information such as how the staff member and user would spend their time together was built up as the relationship developed.

One representative spoken with stated that the manager and staff kept them informed of any changes to their relative’s support and for what reason.

The officer viewed the Support Plans of 4 Service Users. All were seen to be very detailed, professional in lay-out and respectfully written.

Support plans and risk assessments were reviewed regularly. The Support Plans were seen to contain a robust reviewing system.
Areas for Development

At Inspection the officer identified the following area for development:
To ask Service Users to sign (if applicable) their Support Plan to indicate that they were involved in the review process. This the manager agreed to implement.

National Care Standard Number 4: Care at Home - Management and Staffing

Strengths

The policies and procedures had been adopted from Streets Ahead’s Care Home services and then adapted to describe the Care at Home and Housing Support Service.

New staff were recruited according to Streets Ahead’s procedures. This included an interview, the taking up of references, a medical check and an enhanced Disclosure Scotland check.

The manager reported that there was a low staff turnover within the team (however at present absence rate was high due to long term illness).

A training programme was in place to ensure that staff were suitably trained for the support that they provided to users. The staff indicated through the staff questionnaire’s that they had been offered training opportunities in the past 12 months.

A recent training development was the introduction of Scottish Vocational Qualifications (SVQ’s). Four care staff were due to begin SVQ 3 in Social Care and the manager was due to commence SVQ 4 and the Registered Manager’s Award.

The manager reported that service users who had one to one support 24 hours a day did receive fire safety instruction from the staff.

All staff had been made aware of the Scottish Social Services code of conduct.

Areas for Development

At Inspection the officer identified the following areas for development:
That the fire safety instruction given to service user’s by staff should be recorded within their support plans. This the manager agreed to do.

At Inspection it was apparent that the manager was based in the sleep over room of the Care Home Service. The officer suggested that work to be carried out for the Housing Support and/or Care at Home Service would be best carried out from a location outwith the Care Home environment. The manager agreed to discuss this with director and management committee.
(See Recommendation 1)
National Care Standard Number 7: Housing Support Services - Exercising Your Rights

Strengths

The information contained within the support plans made it clear how the support time would be structured for each service user.

All representatives spoken with throughout the Inspection process confirmed that staff were respectful at all times to their relative who received the support. In addition those spoken with confirmed that the staff conducted themselves in a professional manner whilst liaising with the family of the service user.

The manager confirmed that all support given to service users was entirely separate from tenancy arrangements.

All staff had signed a confidentiality clause on appointment into post and understood that they had a duty to respect the privacy of service users.

Areas for Development

There were no areas for development identified at this Inspection.

National Care Standard Number 8: Care at Home - Keeping Well - Keeping Well - Medication
(where help with taking medication is provided as part of the service)

Strengths

There were policies and procedure in place for the administration of medication. These had been adopted from Streets Ahead’s Care Home Services.

Staff who currently administered medication were trained to do so.

Risk assessments had been carried out with regard to healthcare needs

Areas for Development

There were no areas for development identified at this Inspection.

National Care Standard Number 11: Care at Home - Expressing Your Views

Strengths

Representatives who had completed a questionnaire confirmed that they were aware of Streets Ahead's complaints procedure and how to use it. The representatives spoken with during the Inspection process stated that they had not had any cause to complain to the
Service.

The manager and staff had experience of liaising with independent advocates.

The manager reported that she would make the Care Commission Inspection report available to all current service users and their representatives once published.

Areas for Development

There were no areas for development identified at this Inspection.
Enforcement
There has been no enforcement action taken.

Other Information
The manager should supply the Care Commission with the names and addresses of all service users and whether the user is a Housing Support or Care at Home user.

Requirements
There were no Requirements identified at this inspection.

Recommendations
1. Consideration should be given to the manager of the service carrying out their administration/management duties outwith the registered Care Home setting. This is to take into consideration Standard 4.5

Annwyn Noble
Care Commission Officer