

Care service inspection report

Hansel Community Support Services - East Ayrshire

Support Service Care at Home

43 John Finnie Street

Kilmarnock

KA1 1BH

Telephone: 01563 572182

Inspected by: Sean McGeechan

Type of inspection: Unannounced

Inspection completed on: 18 January 2013



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Service provided by:

Hansel Alliance

Service provider number:

SP2003000261

Care service number:

CS2004073922

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

The service provides a very good standard of support to people with learning disabilities in the community. This was achieved through a team of dedicated support staff who worked well as a team.

The service has developed a very good knowledge base within their team in addressing some complex and challenging cases. They have worked well with other professionals in ensuring that services meet the needs of these individuals.

What the service could do better

The service continues to develop ways of supporting people and ensuring they are fully involved in this process. This has included working well with younger people and those going through transitional educational services. The service has developed a very good knowledge and experience of managing this group of people.

What the service has done since the last inspection

The service has continued to develop and grow in a positive and progressive way. They have ensured a very good level of consistency and quality remains at the heart of everything they do.

Conclusion

East Ayrshire Community Support have set up a very good support service which has a very strong sense of engagement and service user involvement in the delivery and

planning of support packages. They have worked well to create a positive work ethos within their team, which is flexible and responsive to the changing needs of the service users.

Who did this inspection

Sean McGeechan

1 About the service we inspected

"The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

The history of grades which services have been awarded is available on our website. You can find the most up-to date grades for this service by visiting our website, by calling us on 0845 600 9527 or visiting one of our offices.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations and Orders made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate."

Hansel Community Support Services - East Ayrshire was registered on April 2011 to provide support services to adults with learning disabilities in their own homes. Staff support will be individualised and specified in the service users' support plans. Staff support will be available over a 24 hour period.

The service currently provide support to around 74 people with learning disabilities within the East Ayrshire area. The service operates from an office base in the town centre of Kilmarnock, which provides a good contact point for service users and carers.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very Good

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2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report following an unannounced inspection on Friday 18 January 2013 between 10:30 and 17:30. This was carried out by inspector Sean McGeechan. We gave feedback to the manager, assistant manager and their line manager on Friday 18 January 2013.

As part of the inspection we took account of the completed annual returns and self-assessment forms that we ask the providers to submit.

We received a total of 19 completed Care Inspectorate questionnaires, 14 from people who use the service and 5 from carers. When asked about their overall satisfaction with the service 12 people strongly agreed and 7 agreed that they were happy with the quality of the service being delivered.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

- Certificate of Registration
- Insurance details
- Participation Strategy
- Service user meetings
- Service user care and support plans
- Records of service user and carer involvement
- Care files including support plans and review meeting minutes
- Staff communication records
- Complaints procedures
- Information about advocacy
- Staff training and supervision records
- Staff meeting records
- Staff rotas
- Accident /incident records
- Risk assessments
- Medication records
- Quality assurance system and records including audits

Care inspectorate questionnaires

We spoke to the following people:

Five service users

Three Relatives

Five support staff

The Manager

The assistant manager

One social worker

We also observed how staff interacted with the people they supported and looked around the office environment.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a fully completed self- assessment document from the provider. We were satisfied with the way this was completed with relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how the people who used the service had taken part in the self- assessment process

Taking the views of people using the care service into account

I am happy with the service and how it is run. Staff are well trained and have good experience.

Hansel community support has helped my confidence and my social skills by interacting with others they support. The staff take my point of view on board.

I am very happy about the support very happy with the service staff very good and they get on well with everyone.

Taking carers' views into account

All support workers are caring and supportive in anything (name withheld) wishes to do. His social service adviser is compiling a plan for his needs.

We find the service every supportive. Feel as if now we have finally got what we have been needing for so long so much better can contact always in touch with her work to keep her right.

They are always willing to listen, welcoming and helpful.

At first I was a bit reluctant did not want the stigma associated with disabilities but now I am feeling a lot more confident about the future.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very 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

During the inspection visit we reviewed relevant documentation, policies and procedures of how the service ensured service users and carers were involved in improving the quality of care and support. We also spoke to people who used the service, carers, support staff, service management and other professionals. We have therefore decided to grade this quality statement 5 - Very Good.

The service was very good at ensuring people were involved in the development of their individual support plans. This included a very strong ethos of actively encouraging involvement from people who used the service and their families. The manager and staff team offered a welcoming and friendly approach which assisted people to feel they could be part of the service development.

The process of involving people starts at the initial contact and referral stage. The service produced information booklets to describe the kind of service and supports available. This gave people an insight into the type of things available that they could undertake this helped to alleviate any worries or concerns.

There was a very positive atmosphere around the office base, with service users and support staff dropping in to chat, keep up to date with contacts and supports. This generated a really good working environment and demonstrated a very good open door policy in operation. This gave people a place of contact for advice and support when they required. Somewhere that they could always feel welcome and secure, this gave people comfort and reassurances.

Carers we spoke to were particularly appreciative and welcomed the quality of the

service being delivered. They commented positively about the support staff, about how reliable they were in providing regular consistent continuity of care and support. This generated a sense of trust and appreciation which helped to alleviate carers concerns and gave them some confidence.

The management was able to demonstrated that they asked service users and carers about the quality of the support being delivered and also if there were any areas for development and improvement. This was evident in the service questionnaires which showed good feedback information and responses that the management had

The service had organised drama workshops which were planned around role play activities. These were coordinated by a drama instructor who helped people to address difficult issues in a safe and supportive environment. This helped people to implement these new skills and experiences in their daily lives and help them to interact with others in community settings and understand the social aspects of living in the community. People who attended these sessions spoke very positively about them and said they felt they helped them deal with difficult situations better. This gave people access to positive learning experiences.

Areas for improvement

The service should continue with the very good standard it has achieved in ensuring that people are involved in improving the quality of support they received.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

After reviewing relevant documentation relating to meeting people's health and well being needs and talking to service users, carers, support staff, the manager, assistant manager and coordinators. We decided to grade this quality statement 5 - Very Good.

People using the service had very good, well written support plans, these were completed with a great deal of information and this gave a very good insight to the support needs of the individuals. There was considerable evidence of partnership working with other health professionals. This ensured that people got the appropriate medical care and attention when they needed it.

The support plans were reviewed regularly, at least every six months by the service. Some were more frequent depending on the issues being addressed. The reviews were conducted with involvement of service users and carers to ensure that everyone

was kept up to date with the support plan and that it was meeting the needs identified. People using the service and carers we spoke to confirmed that this was happening and they were fully involved and satisfied with the outcomes of this process.

As part of ensuring that staff were safe working with people in a community, the service had completed some very good risk assessments. These were coded with high, medium or low risk with very clear descriptions of the potential problems and how these may be avoided or resolved. These were reviewed along with the support plans and after any incident. Relying on information gathered from accident/incident forms and remedial action forms which provided additional information and insight into the incident. The staff and management had developed very good feedback systems to ensure this information could be used when planning and making changes to people's support plans and future risk assessments.

The accident and incident records were examined and found to be completed to a very good standard with information to describe any incidents or accidents that had occurred. The information took into account near miss situations that in future could potential lead to accidents.

There was evidence to support that the service manager and coordinators reviewed these documents to address any issues raised. These processes ensured the staff and service user's safety was continually monitored. The manager had initiated a colour coded system for monitoring and reviewing the accident/incident records which gave a quick glance view of any major recurring themes. This helped to track incidents and respond to them promptly. This gave reassurances to carers about the safety of their relatives when being supported in the community.

Support staff completed weekly feedback sheets with information about their involvement and activities with service users. This helped to inform on the weekly supports being delivered and any concerns or issues. This information was used to reflect any future changes to support plans and levels of involvement. This helped to review the individuals support plans and evaluate the objectives and assess the progress and development.

This helped to evidence any changes and improvements people were making in their lives. Some commented on improved personal development, self esteem and confidence. This feedback was supported by service users and cares we spoke to, who told us of the benefits and positive difference since the support packages had been started.

Carers we spoke to during the inspection were very happy with the quality of the service being provided and the level of communication and consistency they received. There was regular updates and carers felt confident about how the service supported their relatives. There was a very strong sense of mutual trust and respect which

helped to create and foster a spirit of working together.

The service had developed considerable knowledge and skills in addressing the potential risks and issues in dealing with some complex issues with people with Asperger's and autistic spectrum conditions. There was some good feedback of the positive interactions and successes in managing these complex cases. This was demonstrated in the level of documentation and the time involved in the coordination and communication with a multi-disciplinary group of professionals.

Areas for improvement

The manager should produce a list of review dates for all individuals that the service supports, to ensure that they have quick access to this information in one format.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

During the inspection visit we reviewed relevant documentation, policies and procedures of how the service ensured service users and carers were involved in improving the quality of staffing in the service. We also spoke to people who used the service, carers, support staff, service management and other professionals. We have therefore decided to grade this quality statement 5 - Very Good.

Please refer to strengths commented on in quality statement 1.1 for additional information to support the grade awarded in this quality statement.

The service had developed a very positive, flexible and supportive work atmosphere. Staff said they enjoyed working with service users to help and support them. We saw some very good interactions between service users and staff. People were treated with respect and staff also said the support and recognition from senior management also helped in creating a positive work environment.

The manager and coordinators relied on regular feedback from people who used the service about the quality and standard of the support they received. Service users were encouraged to participate in the evaluation of the support they received. This allowed the opportunity for them to have a say in the development of their own support packages and gave them a sense of involvement. This provided the service users an opportunity to reflect and comment on the support they had received and whether they felt it had made any difference.

We found evidence that the service users had been assisted to be part of the recruitment process. This allowed service users the opportunity to maintain influence and control over the people who supported them. This helped positive relationships to develop, built on trust and mutual respect. This enhanced the work being undertaken with support plans and service users spoke very positively about the staff who supported them.

Service users commented on how good the support staff and management were at being:- understanding, flexible, responsive and able to deal with crisis periods promptly. Service users said that this support was very reassuring and helped them to reduce their anxieties and concerns as they coped with daily life.

Areas for improvement

The service should continue to develop the very good standard they have achieved in ensuring that service users, carers are involved in the improving the quality of the staff team.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

During the inspection we reviewed documentation relating to how the service managed the staff team. We spoke to support staff, coordinators service manger and the assistant manager. We therefore decided to grade this quality statement 5 - Very Good.

The service encouraged staff to be involved in the completion of the self assessment process by providing responses to the various Quality Statements. This helped staff appreciate the standards by which the services would be graded and gave an insight into the connection between their daily work practices and the assessment of, and quality of a service.

Staff meetings were conducted on a regular cycle with set agendas and opportunity for staff to make their contributions and suggestions. Minutes where produced which were well formatted and provided clear points for action and identified persons responsible.

Supervision and support sessions were being undertaken within the service and staff could feedback on issues and concerns. There was also an on call system in place for all staff and this was supported by staff who felt they could contact the managers or coordinators at any time. This gave welcome reassurances to staff when they were out on their own supporting people in the community.

We saw evidence to support that the staff team had undergone appropriate training as required. This included any mandatory refresher training was appropriately addressed. Other specific training was being offered to staff by request and

depending on the needs of the service users. This level of training ensured that the staff team had the necessary skills and knowledge to support the people in the community whatever their needs were.

The service was able to demonstrate that staff were supervised and given the knowledge and skills to undertake the duties required of the job. Good feedback from staff indicating a positive attitude and appreciation of the training induction and shadowing procedures were in place and they felt comfortable that they would be supported in their roles.

There were some good examples within the service of development opportunities for younger staff, some progressing from volunteers to full time positions. The service demonstrated that they supported younger staff throughout the career process to see if they were suited to the job and supported them with mentors through the job functions and assessed if this is for them.

This was very good to see younger people working within the field of disabilities, which helped to reduce the barriers of stigma and prejudices. Carers also commented on how they felt it was beneficial for the support staff to of a similar peer group age whilst supporting people in the community. Service users also commented that they got on well with their support staff and enjoyed the support they gave.

During our visit we witnessed some really good interactions between service users and support staff. We saw some very positive interactions and relationships developing, people laughing and enjoying each others company. This helped to generate a very positive progressive support service with a strong focus on service user involvement.

Areas for improvement

The service should continue to implement the very good standard it has achieved in ensuring that service users and cares are involved in improving the quality of management and leadership of the service. They should continue to investigate methods and systems that keep people fully involved in this process.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very 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

During the inspection visit we reviewed relevant documentation, policies and procedures of how the service ensured service users and carers were involved in improving the management and leadership of the service. We also spoke to people who used the service, carers, support staff, service management and other professionals. We have therefore decided to grade this quality statement 5 - Very Good.

Please refer to 1.1 and 3.1 for additional comments to support the grade awarded in this quality statement.

Staff we interviewed were very positive and supportive of their clients but also of the manager and welcomed the open door policy which we witnessed during our inspection.

The service completes an annual review of the service and this is done with the involvement and feedback from service users and carers. This gives people an opportunity to have their say and make comment on the previous years provision. We saw evidence that this was achieved in a positive manner and any issues or concerns raised were actioned by the service management and the provider organisation.

We heard from service users and carers about the very positive responses from the service management and how they were always willing to listen and operated an open contact policy which encouraged people to talk to them about any issues or concerns.

Areas for improvement

The service should continue to implement the very good standard it has achieved in ensuring that service users and cares are involved in improving the quality of management and leadership of the service. They should continue to investigate methods and systems that keep people fully involved in this process.

Grade awarded for this statement: 5 - Very 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

During the inspection we reviewed documentation relating to how the service managed to involve service users, carers, staff and stakeholders to assess the quality of the service they provide. We spoke to service users, carers, support staff, coordinators service manger and the assistant manager. After this we therefore decided to grade this quality statement 5 - Very Good.

The service manager completed an internal monthly management report which covered an array of areas such as: number of accidents/incidents, staff absence, total hours provided by the service. This demonstrated the service had a good clear auditing procedure in place to assist in reviewing and assessing the quality of the service being provided. This helped to give the manager and the provider an overview of how the service was progressing and developing.

The information from these reports was used to make changes, inform and influence the manner in which the service delivered support and ensured that the staff team were constantly being monitored.

The service manager also attended regular quarterly meetings with the local authority contract compliance team to ensure that the service was maintaining the terms and conditions of their contracts.

We spoke to a social worker who confirmed that the service was delivering a very good quality support. There was good communication and regular updates provided. They found the service was reliable and consistent with the quality of support they delivered.

Areas for improvement

The service should continue to manage the very good standard of audit and quality assurance systems they have in place.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
26 Oct 2010	Announced	Care and support 5 - Very Good Staffing Not Assessed Management and Leadership Not Assessed
23 Feb 2010	Announced	Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership Not Assessed
26 Feb 2009	Announced	Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership 4 - Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایں تہہ سہ ہونابز رگی د روا ولکش رگی د رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

یہ رخ آتا غلبو تا قیسن تب بل طلا دن ع رفاوتم روشن مل اذہ

本出版品有其他格式和其他語言備索。

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