

# RNIB VILD Supported Tenancies & Alternative Day Opportunities Housing Support Service

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Type of inspection: Unannounced  
Inspection completed on: 3 March 2017

**Service provided by:**  
RNIB Charity

**Service provider number:**  
SP2014012389

**Care service number:**  
CS2014333292

## About the service

RNIB VILD Supported Tenancies and Alternative Day Opportunities is registered as a combined housing support and care at home service for people with a learning disability and/or visual impairment. It comprises three elements:

- Day opportunities providing community based support to develop skills leading to greater independence, community inclusion and possibly voluntary work or even employment.
- A home support service supporting people to live independently at home
- Supported tenancies for individuals with a wide range of sight problems and a learning disability to live independently in their own homes.

People who use the service are called customers so we have used this term in our report.

The aims of the service include providing an outcome focused service and offering a person centred approach that is tailored to ever changing individual needs.

This service was registered with the Care Inspectorate on 16 March 2015.

## What people told us

We spoke with five service users and three family members either in person or via telephone calls during our inspection. We also spoke to two social workers who have developed good working relationships with the service over the years.

Prior to the inspection we also received 19 completed care standards questionnaires from either customers or their representatives.

Comments gathered from all sources included:

"I like living here, I like the staff"

"An excellent service provider who I would highly recommend to other parents"

"I enjoy the time I spend with RNIB and feel my confidence has grown since my support has started with them"

"The support is essential to my happiness and wellbeing, Thank You"

"The support from staff couldn't any better"

## Self assessment

The care inspectorate received a fully completed self assessment document from the provider.

We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under. We spoke with the service management about ways to continuously develop the self assessment, this has been covered within the section of the report entitled "What the service can do better"

## 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	4 - Good

## What the service does well

The customers and their families that we have spoken with are very happy with the care and support provided to them. This has been evidenced through our own individual conversations with customers and the internal questionnaires returned to the service itself. Families and customers reported being very happy at receiving their staff support rotas so far in advance, allowing them to plan and to be aware of the staff who will be coming to support them. All customers we spoke with reported having a wide range of choice in their lives. These individual choices were promoted consistently by the support staff. Customers advised that they knew their staff teams well and importantly they felt that staff knew them well enough to be able to provide the supports they require.

The supports we observed between the customers and their support staff was noted as being warm, friendly, familiar and professional.

All the customers and their families we spoke with advised that being supported by RNIB has made a marked improvement to their lives, including increased independence and self esteem, things that are richly important in ensuring that customers can get the most from their support and subsequently their lives.

The staff we talked to during the inspection were able to discuss issues such as Keys to Life and the Winterbourne View report in relation to their own work. We could see from supervision notes that these issues are regular discussion points to ensure they are fully aware of their responsibilities in these important areas. Supervisions and Appraisals are taking place with good degree of regularity within the service. A range of discussion topics are held throughout which demonstrates the services and organisations commitment to the development and support of its staff.

## What the service could do better

We discussed the work required to be done to improve all stakeholders understanding of outcomes in relation to the care and support of each individual. At the moment the outcomes noted within care plans don't appear to be as person centred as they could be. Although they are linked to the main corporate outcomes for RNIB we would like to see more work being done with the staff team to ensure better understanding of what a person centred outcome is and how it can help to deliver more positive life experiences for each individual customer. We discussed a range of best practice documents available to assist in this area of support, one of which is the Joint Improvement Teams "Talking Points" document. A copy of this has been provided to the management team during the feedback session.

The care plans examined are noted as being an improvement on those encountered at the last inspection however work is still required to bring them up to a higher standard. When the customer is not involved in the development of their own individual plans, this should be contextualised alongside the involvement of their family or other representative. Having documented involvement of someone close to individuals who are not able to do this for themselves demonstrates that the service works in partnership with all stakeholders to ensure the information presented about each customer is an accurate reflection of their needs. Section 47 certificates should be in place to ensure where applicable to ensure that the reader is aware of any capacity issues which are present within an individual care package and how these are managed. During the inspection we were pleased to see that an audit of the care plans had recently been undertaken (prior to our arrival). This had

highlighted many areas on which to improve and demonstrates the willingness of the service management to ensure that improvement takes place in this essential area of service development.

During discussions with the service management, we suggested that the introduction of a local service improvement plan would be beneficial to all. There are examples of audits and other quality assurance taking place but it doesn't appear that there is a formalised central database for all of this, coordinated by the managers and tracked throughout the year to ensure progress in achieving the goals. We will examine the progress made in this area 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
24 Feb 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

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