Tus Nua Care Services Ltd
Housing Support Service

Unit 25, Prospect Business Centre
Dundee Technology Park
Gemini Crescent
Dundee
DD2 1TY

Telephone: 01382 561028

Type of inspection: Unannounced

Completed on: 24 January 2019

Service provided by: Tus Nua Care Services Ltd

Service no: CS2013316013

Service provider number: SP2006958403
About the service

This is a small service which support adults with learning disabilities and other complex needs. It provides a newly opened respite service, a house of multiple occupancy and also has begun to support another person in a two-placement house. Service locations are in Angus and Dundee and are characterised by a focus on individualised care and a commitment to supporting people to live as full a life as possible.

What people told us

Prior to the inspection we received six completed Care Standards Questionnaires from people who use the service and their families. All of the people who completed them strongly agreed that they were overall happy with the care and support provided.

Comments included:

“My daughter uses the service in Carnoustie and is always very happy and runs in when she arrives”

“Staff are lovely, very approachable, and would always check if they are unsure of anything”

“This is an amazing service and the staff give our brother the quality of life that he deserves and was never able to get anywhere else”

“X has been using this service for a while now. She is fine with the staff but doesn’t like change, so will probably take a little longer for her to relax with the staff, but no complaints”

“I like staying here, I like the support I get, I know that when I’m worried I can speak to my keyworkers”

“I’ve got very good support here”

During the inspection we spoke with three people who use the service, they told us that they were happy, got to do the things they liked to do, and that they liked and got on well with staff.

We also spoke with five relatives by telephone and they told us:

“Absolutely brilliant service, the best X has received, you can see they are happy”

“Plenty of things for X to do, X has complex needs and they support them very well”

“We are fully involved, kept up-to-date and issues and concerns are discussed and resolved”

“We attend reviews and our family and legal roles as guardians are respected”

“Can’t fault respite we were fully involved in X’s induction to the service”

“The best support X has received in years”

“Very happy, staff are respectful, plenty for X to do and I get told what they have done, any issues they contact me, it’s going very well”
“Very happy with the service, I get a letter home detailing what X has done, staff are very nice and they respond well to resolve any issues. X visits monthly and would tell me if there are any issues”.

“X uses respite which is a very good flexible service, staff phone if they have any questions, I asked to attend X’s review which was very helpful, I was able to have a holiday recently which was a big thing, the girls are nice, no concerns about Tus Nua at all”.

We spoke with four members of the multi disciplinary team who are involved in commissioning the service on behalf of people using the service and their families. They provided very positive feedback about the service and the support that the service provides. They felt that the support provided was person centred, and flexible, that staff were flexible, well trained and very responsive to peoples needs. They also said that they had formed positive professional relationships with staff and the manager and were kept up-to-date appropriately about any issues and concerns.

Self assessment

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

From this inspection we graded this service as:

- Quality of care and support: 5 - Very Good
- Quality of staffing: 5 - Very Good
- Quality of management and leadership: not assessed

What the service does well

People should expect that their care and support plans are right for them, that they set out how their support needs will be met as well as their wishes and choices.

During this inspection we looked at seven support plans. The plans we looked at contained very good information about the support that people required. Individual communication needs were clearly described and showed how people were supported to express their views and to make choices.

We spoke with staff supporting people during this inspection and it was evident that they were knowledgeable about people’s health and wellbeing needs. Staff described how through observation, they were alert to small changes in peoples behaviours that indicated that they may be unwell.

Relatives spoken with confirmed this and were highly complementary about the support provided. One relative described how the their confidence in the care and support provided to their loved one had meant that they were able to take a holiday which was a big thing for them.

Risk assessments were seen in files which were personalised to reflect the needs of the person, we saw how these had been updated following changes in people’s support needs.
Guidance and advice from other professionals was clearly signposted within support plans. Records of consultations demonstrated that people were supported to maintain and improve their health and wellbeing. We saw that plans were regularly evaluated and reviewed (see areas for improvement).

A range of activities were recorded, daily records described what activities had been planned and offered but also what activity someone had actually chosen or participated in that day. Relatives spoken with thought that their loved ones were supported to access lots of stimulating things to do.

Medication records were seen to be in good order, neat, tidy and legible. Copies of prescriptions were retained to help provide an audit trail back to the prescriber.

People using the service should have confidence in the staff because they are trained, competent, skilled, are able to reflect upon practice, and follow their professional and organisational codes.

Staff were seen to have access to a variety of training to help them to undertake their roles. In discussions staff spoke positively about the quality of training they received. Staff all spoke of feeling well supported to provide care of a high quality (see areas for improvement).

Staff had registered or were aware of the need to register with the Scottish Social Services Council (SSSC), and had access to a Scottish Vocational Qualification (SVQ).

To support staff to do their jobs they had access to regular team meetings, supervision and appraisals where they could share information, experiences, suggestions and issues.

Staff had been given Adult Protection training and were able to describe what actions they would take if they had or witnessed any concerns.

We looked at records for staff who had recently been employed and saw that the provider was following best practice in relation to safer recruitment.

Relatives, and members of the multi-disciplinary team were very positive about the quality of the support. The key to this was good effective, communication, management of the service and staff and their skills in supporting people. They described the support as being flexible, innovative and person centred.

What the service could do better

We discussed some areas for improvement with the management of the service during feedback, these included:

The respite part of the service needs to consider how they review the outcomes for people using the service. A relative described how helpful it was to have respite staff involved in their loved ones review. There is a legal requirement for people to have their support needs reviewed at least every six months, however the provider should take into account the regularity of visits to the service by people. We discussed how reviews may be conducted by telephone, or by attending the reviews of the other main care providers which they had done recently.

For the whole service, reviews need to be minuted to reflect who had attended, what was discussed, peoples views and wishes and any actions agreed.
The layout of care files could be improved by archiving some documentation and ensuring that documents such as hospital passports and one page profiles are dated and signed making it easier to see which one is the most current.

Where records are being made to monitor peoples health needs these need to be fully completed to give an accurate picture and allow for effective assessment of the information contained in these by the multi-disciplinary team.

As the provider is supporting more people with a diagnosis of Autism they should continue with plans to ensure that all staff receive training or refresher training to enhance their knowledge and skills in this area.

**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

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<th>Date</th>
<th>Type</th>
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<td>Unannounced</td>
<td>Care and support 6 - Excellent</td>
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<td>Environment Not assessed</td>
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<td>Management and leadership 6 - Excellent</td>
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