

Penumbra - Aberdeenshire Supported Living Service Housing Support Service

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Macduff
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Telephone: 01261 833892

Type of inspection:

Unannounced

Completed on:

21 February 2019

Service provided by:

Penumbra

Service provider number:

SP2003002595

Service no:

CS2004061904

About the service

Penumbra Aberdeenshire was registered following the amalgamation of the Macduff, Peterhead and Fraserburgh services. The service now provides supported accommodation services in Macduff and Peterhead, and a Nova project in Fraserburgh where support is provided to people living in their own homes.

Penumbra's principles are:

1. People have equal human value regardless of their situation or ability.
2. People should be offered opportunities to develop or acquire skills that enhance their abilities to experience and enjoy a normal life.
3. People should be supported in developing a valued social role within the community of their choice.
4. People should be enabled to have maximal control over their own lives by means of exercising real choice.

This service registered with the Care Inspectorate as a combined service on 13 July 2015.

What people told us

During the inspection we observed positive interactions between staff and people who used the service. Staff members were seen to be supportive and responsive to comments, making positive suggestions for action. Staff encouraged positive interactions between people who used the service, for example, there were regular opportunities for tenants meetings, which also had the positive outcome of company for people who used the service. People who used the service told us that they enjoyed living in the supported accommodation and that they felt well supported by staff. They said that they got on well with staff, who supported them at regular prearranged times, and also that they could call on them when they needed to.

During the inspection we spoke with some of the people who lived in the supported accommodation in the Macduff project. They were very happy with the support they received from the service and made comments such as:

"The staff are fine, I have no complaints."

"I get the right amount of support from the staff"

"They help me with doing my weekly shopping"

"I can't think of anything that would make my support better"

"I think the staff give me good support when I need it."

"The staff help me to keep my flat nice and remind me to do my housework."

Self assessment

We did not request a self assessment this year. We discussed and considered the service's own development plan as part of this inspection.

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	5 - Very Good

What the service does well

Penumbra has developed the IROC (The Individual Recovery Outcomes Counter) which is an outcome measurement tool in order to measure the recovery journey of people who use their services. Support plans gave comprehensive information on the identified goals of people who used the service and this included how they felt they would achieve their goals. These were reviewed on a three monthly basis using the IROC and where necessary goals were amended to take changes of circumstances etc. into account. It was clear that these were personalised, individual documents which evidence the input of service users in identifying goals.

This review was part of the regular review process and records showed that people who used the service had the opportunity to be involved in review of their service at least on a six monthly basis, and frequently more often. People who used the service were also encouraged to develop a WRAP (Wellness Recovery Action Plan), identifying how they felt they could help themselves to become well which included accessing other associated health professionals.

The service promoted healthy living and encouraged people who used the service to have a healthy diet by supporting them to plan weekly shopping trips, as well as supporting them to cook healthy meals. The service also encouraged people to be involved in healthy activities such as virtually climbing Kilimanjaro.

The service was part of a larger national organisation and had access to their learning and development department. Records showed that staff had been able to access a range of appropriate training and that the service could request additional, service user specific training if necessary. Staff said that they felt well supported and had the opportunity to attend team meetings.

Health and Safety checks and risk assessments were completed and regularly updated, ensuring environment was safe and service users were protected from potential risk. Accidents and incidents were monitored to identify potential trends and appropriate action taken. The service had a Quality Assurance Framework (QAF) which was a comprehensive quality assurance audit which was carried out approximately every 18 months or more sooner if required. This was a detailed look at different aspects of the service and an assessment of how well the service meets a good practice statement. The quality of service was scored and a local development plan was identified from this with clear responsibility and dates for completion noted.

What the service could do better

The service should continue to seek ways to encourage people to be involved in the development of their support.

The local development plan could benefit from regular reviews to update progress on actions. In addition the quality assurance process could benefit from clear links to the new Health and Social Care Standards with a view to future self assessment.

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.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
21 Jul 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
4 Jul 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
26 Jun 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
13 Jun 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
30 Sep 2011	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
28 May 2009	Announced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

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