

Inspire Huntly Housing Support Service

18 Milton Wynd
Huntly
AB54 4WW

Telephone: 01466 792668

Type of inspection:

Announced (short notice)

Completed on:

5 July 2019

Service provided by:

Inspire (Partnership Through Life) Ltd

Service provider number:

SP2003000031

Service no:

CS2010279589

About the service

Inspire Huntly is registered to provide housing support and care at home for adults with learning and physical disabilities. At the time of the inspection the service was supporting eight people to live independently within their own home. The provider is Inspire (Partnership Through Life) Ltd, which is a large voluntary sector organisation based in the North East of Scotland.

Inspire's mission is to: 'Support. Empower. Inspire. Since 1988, Inspire has worked to enrich the life choices of adults and young people with learning disabilities and additional support needs across the North East of Scotland.'

This service has been registered with the Care Inspectorate since 22 June 2011.

What people told us

We spoke to six of the eight people who received a service from Inspire Huntly. We were told the following:

- 'I have a great life. Thanks to the staff I am where I am. For the first time I feel safe.'
- 'Staff are very good. I can ask them anything.'
- 'I feel happy.'
- '(I'm) very happy, I'm independent. I can call on staff any time.'
- 'Happy with the staff coming in the flat to take us out and take us shopping.'
- One person explained to us how their life had significantly improved since living on their own with support. They loved living on their own, knowing that staff would support them whenever they needed it. They had a great social life now, enjoyed their work and most of all loved managing their own money which staff taught them how to do.

Relatives told us:

- 'Very happy with all aspects of care. I cannot express in words how I admire the great work done by Inspire and the carers at Huntly. The carers are so kind to ... (the person being supported), myself and they are very observant, should (the person) be off colour they attend to and rectify the problem very quickly. They always cater for (the person's) needs be it learning difficulties or autism, this has helped in so many ways and I find eye contact, smiles and hugs have improved greatly. I feel so lucky having (the person) in Milton Wynd. My admiration goes out to you all and thank you.'
- 'I cannot believe the difference in my brother. He looks so well and so well cared for.'
- 'The service is perfect and couldn't be better.'

Self assessment

We did not ask the service to complete a self assessment prior to this inspection. Instead we focused on the service's own self assessment and development plan. The manager had a good understanding of the service's aims and objectives. She regularly monitored its performance, which included asking the views of the people who lived there and/or observing the care they received, as well as analysing care documentation. Records showed that the manager acted upon feedback which improved the standard of care.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

Quality of care and support

Findings from the inspection

We graded Inspire Huntly as excellent in relation to the care and support it provides. This is because the experiences and outcomes for people were of an outstandingly high quality. The service has managed to sustain the grade of excellent since 2015, owing to its ability to continually improve how it provides care so that the outcomes for people remain excellent.

Excellent outcomes for people were at the centre of staff's everyday practice. Much of this derived from people's ability to develop trust relationships with their small consistent staff team and openly discuss and problem solve daily difficulties and opportunities. People told us this made them feel safe and secure and allowed them to take risks while keeping themselves protected, knowing that they could always go to the staff and ask for help. They felt this gave them the balance they wanted and needed between independence and security.

It was clear that this approach supported people to develop resilience and self-determination that empowered them to make positive life choices. For example, over several years it was clear to see the huge progression a person had made towards their overall goal of an independent healthy lifestyle from a difficult past. There were many challenges the person faced over the years but the staff were skilled at knowing when to support, when to take a step back, when to help the person develop new routines or behavioural agreements or when to refer to external health professionals. All of these options were considered and discussed openly with the person, thereby giving them the opportunity to learn how to help themselves. This level of seamless joint-working between the person, staff and external professionals resulted in excellent outcomes with the person telling us, 'I have a great life. Thanks to the staff I am where I am. For the first time I feel safe'.

Another example of excellent outcomes for a person was when a staff member reviewed a person's daily notes and realised their repetitive behaviours had slightly increased and that this could be an early warning sign that something wasn't right. After a number of different referrals and assessments, the person's medication was changed and some of the daily routines refined. As a result the person seemed much more settled, calmer and more content. This also reduced their distressed behaviours and gave them a better quality of life.

People told us the smart phone system helped them feel more in control of their safety and wellbeing. This technology enabled people to refuse entry to visitors without having to answer the front door, as well as call for

immediate help from a staff member they knew and trusted. What is more, people told us they liked having a communal lounge they could visit outwith their own property. They used this to chat to staff if they were concerned or worried, as well as meeting other people there and developing friendships. They told us having the ability to pop in for a cup of tea and chat to staff, gave them the opportunity to discuss their concerns at a time and place they felt comfortable with and this helped them develop good working relationships with staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

Quality of staffing

Findings from the inspection

We evaluated the performance of staffing as very good. This is because the service demonstrated major strengths in supporting positive outcomes for people, within a culture of continuous improvement.

There was a small, consistent staff team who worked well together to provide the best possible outcomes for people. People told us they had confidence and trust in the staff and this helped them to improve the quality of their lives. The majority of the staff team were qualified and they had a working knowledge of the codes of conduct and values that underpin their profession. Staff were sensitive and intuitive to people's needs. People told us they were treated with respect, dignity and compassion and they felt able to voice any concerns to the staff or manager.

The manager had created a learning culture among the staff team, which included work shadowing, reflective practice and supervision. Team meetings were used to share knowledge and discuss practice. All of this combined to empower staff to make decisions and problem solve difficult situations, thereby giving the staff the tools required to do their jobs to the best of their ability. For example, it was clear to see how staff practice adapted and changed in light of a recent incident and how things with hindsight, could have been done differently. With this culture of continual learning, reflection and improvement, staff were able to hone their skills. This resulted in excellent outcomes for people.

One of the contributing factors as to why staff and people managed to build such good working relationships, was because the service knew people so well, they were able to match staff with similar interests and complementary personalities. This worked particularly well for one person who had very specific interests and needed staff with sufficient knowledge to be able to discuss their interests, as well as join in.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of management and leadership

This quality theme was not assessed.

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.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
9 Aug 2018	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed 5 - Very good
12 May 2017	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good Not assessed
11 May 2016	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed 5 - Very good
24 Jun 2015	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good 5 - Very good
4 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
20 Aug 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
4 Feb 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 4 - Good 5 - Very good

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