

St Joseph's Services - Circle of Best Practice 3 - Housing Support Housing Support Service

Sycamore House
72 Carnethie Street
Rosewell
EH24 9AW

Telephone: 0131 440 7200

Type of inspection:

Announced (short notice)

Completed on:

28 August 2019

Service provided by:

St Joseph's Services, a company limited
by guarantee

Service provider number:

SP2015012454

Service no:

CS2015335980

About the service

St. Joseph's Service - Circle of Best Practice 3 provides care and support to people in the Bonnyrigg and Dalkeith areas of Midlothian.

A wide variety of support is provided to meet the needs of the people living in their own tenancies.

We carried out a short notice announced inspection spending time with the registered manager, looking at documentation and visiting people in their own homes.

24 people were using the service at the time of our inspection.

What people told us

We spoke with six supported people and 21 support staff. We also assessed the responses we received from people who completed our pre-inspection questionnaires.

The feedback we received from people was very positive, highlighting the care and compassion shown by all the staff and the management.

People were experiencing excellent care and support from those who supported them, and the service was striving to ensure people achieved positive outcomes from using the service.

Self assessment

We are not asking services to submit a self-assessment for this inspection year. Instead, we will ask services for their improvement or development plan and discuss any improvements they may have made or intend to make since the last inspection.

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

What the service does well

The service performs to a high standard, meeting the care and support needs of those using the service in a very person-centred manner. This was clearly evidenced through our observation of practice, the documentation we sampled and the feedback we received from supported people and their relatives.

Comments from people included:

"I am happy with my support. My staff are like a second family and they help me to cope with changes in my life. I enjoy being part of the meetings at our office. I am able to give my ideas and thoughts over to people there. I am listened to and can share my memories. Things are better now. I have more choice. Staff support me to stay active and to keep doing the things I love the best."

"I am happy because I feel I can talk about things I want to do and my ideas are heard."

"I am happy with my staff. They help me to fundraise for dementia charities and sort things out for me."

"My sister has consistent staff providing excellent care. She sees them as a family. It is a difficult time for my sister and the staff are so caring for my sister and X wants for nothing. They look at all aspects of her life and it means so much to me that she is cared for so lovingly."

People using the service were extremely pleased with the support they received. They looked well and appeared happy. We saw some very positive interactions which reflected that the carers knew those they cared for well through having consistent staff teams being familiar with their care and support needs which created a friendly and atmosphere within their homes.

People's support plans were very comprehensive and provided a good platform for carers to understand their needs. The service works closely with external health professionals to ensure they had access to the appropriate resources and support to continue to meet their needs with a positive focus around the Keys to Life Strategy. Regular reviews were undertaken based on the Talking Points format.

How people spend their day is important in maintaining people's physical and mental wellbeing. We saw nice examples of people going on regular outings with others, engaging in community-based activities, going on holidays or in some cases being supported to undertake voluntary or paid work.

People benefited from a motivated and committed group of staff, striving to ensure everyone had a positive experience with using the service.

Several people we spoke with told us of their excitement of being involved in the annual St Joseph's Got Talent event, an opportunity for people to be involved in several things they enjoy doing.

Staff rotas were flexible to the needs of people and staff performed well together to ensure people's needs were met to a high standard. Although staffing levels had been of a challenge of late, this had minimal impact on people using the service.

The service promotes several key values, centred around involving people in making decisions about their lives and how their care is delivered to them. We assessed the service to be very person centred and it is important to people to feel important and valued.

A number of people were regularly involved in a variety of groups and activities which included but was not limited to: the involvement in the recruitment of staff, the board of advisors, the Values group and variety of working groups.

Most staff told us that they felt supported by their line manager and senior management. Some carers felt their voices did not always get heard and the management team introduced a new support workers forum, giving them the opportunity to discuss matters and have an additional means of suggesting service developments.

Positive changes have been made to some of the staff teams following some practice issues highlighted last year. We attended a team meeting and spoke with staff and through discussions with them it was clear to us that the newly formed team have gelled together well with the support of the manager.

Improvements have been made to the recording of staff who have completed training relevant to their role. A matrix was in place which enabled the manager to quickly identify any gaps in training.

The service has been raising the profile of key policies and procedures like adult support and protection and professional boundaries with staff at team meetings and one to one supervision meetings with their manager.

What the service could do better

It is important that any accidents or incidents which may occur are accurately recorded and reflect the circumstances to what led up the event taking place, what happened, the impact on people and what lessons have been learnt to reduce the chances of it happening again. When we looked at some of these records, we identified a few where improvements could be made. This was a minor area for improvement.

The service provider has recently recruited a quality assurance leader whose focus is to further enhance the measures already in place to assess the quality of the service. Quality assurance was one of the many themes being focused on as part of the service providers continuous improvement and development action plan. We will follow the progress of this at our 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.

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

Recommendation 1

The service should ensure that staff are appropriately trained and receive re-fresher training as and when required to meet the care and support needs of people. This should also be reflected in robust training records so the care provider is confident that its workforce are appropriately skilled.

This ensures the care and support is consistent with the Health and Social Care Standards which state "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

This recommendation was made on 18 September 2018.

Action taken on previous recommendation

This continues to be an area for improvement and has therefore been repeated at this inspection.

Recommendation 2

The workforce should receive adult support and protection training as part of their induction and on-going refresher to be aware of potential concerns, follow best practice and adhere to relevant policies and procedures.

This ensures the care and support is consistent with the Health and Social Care Standards, which state "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities". (HSCS 3.20)

This recommendation was made on 18 July 2018.

Action taken on previous recommendation

The service has performed well in meeting this area of improvement.

Inspection and grading history

Date	Type	Gradings								
18 Sep 2018	Announced (short notice)	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	4 - Good
Care and support	4 - Good									
Environment	Not assessed									
Staffing	4 - Good									
Management and leadership	4 - Good									
30 Aug 2017	Announced (short notice)	<table> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	6 - Excellent	Environment	Not assessed	Staffing	6 - Excellent	Management and leadership	Not assessed
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Management and leadership	Not assessed									
17 Jun 2016	Announced (short notice)	<table> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>6 - Excellent</td> </tr> </table>	Care and support	6 - Excellent	Environment	Not assessed	Staffing	6 - Excellent	Management and leadership	6 - Excellent
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Environment	Not assessed									
Staffing	6 - Excellent									
Management and leadership	6 - Excellent									

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