

# St Joseph's Services - Circle of Best Practice 1 - Housing Support Housing Support Service

St Joseph's Services  
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:**

CS2015335975

## About the service

St. Joseph's Services - Circle of Best Practice 1 - Housing Support/Care-at-Home provides care and support to people in the Bonnyrigg, Rosewell, Roslin and Penicuik 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. 30 people were using the service at the time of our inspection.

## What people told us

We spoke with 10 supported people, two relatives and 17 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 so pleased with all the staff and the team leader. Very flexible staff which I like and is good. I am going to Blackpool with X soon which I am looking forward to."

"I am a member of the board of advisors which means I help make policies. First time in residential care and I think the staff do a really good job."

"Completing this on behalf of my brother. We and the family are very happy with all elements of my brothers care at St Joseph's. My brother is well looked after, cared for and made to feel welcome and loved."

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.

We attended one such review where relatives and staff were present with the meeting being chaired by the supported person herself.

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.

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

We made a recommendation at our last inspection for the service to ensure their workforce received regular re-fresher training to ensure staff caring for people are kept up to date with best practice. Due to the number of staff recruited to the service since our last inspection and the focus being on their formal induction of staff, this has had an impact on staff receiving re-fresher training. We have therefore repeated this 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:** 1

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 is 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).

## 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).

## 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 appropriate staffing levels are in place at all times to meet the care and support needs of people in a safe manner.

This ensures the care and support is consistent with the Health and Social Care Standards which state "my needs are met by the right number of people" (HSCS 3.15).

**This recommendation was made on 18 September 2018.**

#### Action taken on previous recommendation

The service was actively recruiting staff on a regular basis to ensure staffing levels remained at the appropriate level to meet people's needs.

#### Recommendation 2

People's support plans should be reviewed with them on a regular basis to ensure they continue to meet their needs.

This ensures the care and support is consistent with the Health and Social Care Standards which state "I am fully involved in the developing and reviewing of my personal plan which is always available to me" (HSCS 2.17).

**This recommendation was made on 18 September 2018.**

#### Action taken on previous recommendation

The service has performed well to meet this area of improvement.

#### Recommendation 3

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.

## Inspection and grading history

Date	Type	Gradings	
18 Sep 2018	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
19 Oct 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
17 Jun 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent

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