

# Dundee City Council - Dundee Community Living Housing Support Service

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**Type of inspection:**

Unannounced

**Completed on:**

13 September 2019

**Service provided by:**

Dundee City Council

**Service provider number:**

SP2003004034

**Service no:**

CS2004081929

## About the service

Dundee City Council - Dundee Community Living delivers a service provided by Dundee Health and Social Care Partnership and is registered with the Care Inspectorate to provide Housing Support and Care at Home to individuals who have a learning disability.

Their stated aim as a team is to support people to live a fulfilled life. To achieve this, they have identified six outcomes; safety, choice and responsibility, family and relationships, informed and involved, health and wellbeing and being part of the world we live in.

## What people told us

During this inspection five service users, four family members and two care managers were spoken with. Views were also expressed by stakeholders in over 20 Care Standards Questionnaires (CSQs). The views expressed from all these people were overwhelmingly positive. Here are some of the things that people said:

### Service Users

'I am very happy with the community living team. It takes me a long time to trust people but I trust the staff here. They are always available if I need them and support me in many different ways.'

'Every six months we have a review meeting to see how everything is going. They always listen to my views and give me lots of choices. They have supported me to keep chickens in my back garden.'

'I enjoy meeting up with the other people who live here; sometimes we have a meal together. What I like about the staff is that they can be themselves. They are open and honest with me and support me and whatever I want to do and give me advice.'

'The staff are great. I go to college and they support me with cooking and cleaning. Since I came here to live I am much happier.'

'They look after my health, I need a textured diet in my food. I am in a Makaton choir. Staff administer my medication as far as I am aware they have not made any mistakes with this. I get support with shopping, healthy eating and staying fit.'

### Families

'We were concerned at first when our daughter moved into this new place but actually, she seems to be fine there. The service will ring us if they have any concerns or issues. Yes we have review meetings every six months and the staff are very courteous. The most important thing is that our daughter seems to be happy there and enjoying her life.'

'The service have managed to get my daughter a car which staff drive for her. This has revolutionised her life as she will not use public transport. She can now go out and about and have a much fuller life.'

'When we visit we are always made to feel welcome and given privacy in our daughter's flat if we need it.'

'The service are good communicators; and we work very well together in the interests of better supporting my daughter. I think she has developed her skills since moving to the community living team. She is more independent and her behaviour is much more settled.'

'They carried out a long period of transition before my daughter moved here. This allowed her to get to know staff and vice versa. This has worked very well.'

'What I like about the service is they give my son lots of choices which is important. In order to develop his skills he needs to be able to make his own informed choices and have his own opinions.'

'He has made friends in Kilbride Place. I like the way they encourage a community feel. I think my son has benefited from it as he does not easily make friends.'

'They have gained his trust which is a big one for him as he does not trust easily. There is a lot of compassion and humour and when we visit they make us feel welcome.'

'I think the service is amazing.'

'The staff are excellent; friendly, confident, well trained and can't do enough for my daughter. Her relationship with them is marvellous.'

'Since she went there she has a really great life. Lots of trips out, support with her mobility; which has improved, help with personal care and independence skills.'

'They communicate with me if there are any changes or questions. 10/10.'

## Care Managers

'This is an excellent service. They are able to manage and make effective relationships with people with very complex needs. They are also very good at working with the families of people who use the service and building effective relationships with them as well which is very important for ensuring stability for the person who uses the service.'

'They are good communicators and work well in a multidisciplinary way. With the nature of the complex people they work with they have to work with lots of different professionals such as psychiatrists, psychology, dietitians, mental health nurses, learning disability nurses, GPs, care managers and the police. They do this really well.'

'They encourage people to be part of their local community and to make the most of their lives. Sometimes people have come out of long-term stays in hospital and the service manages to hold onto them and help them to adjust to this different way of life.'

'One person I placed with them has been enabled to transform his life for the better. They have given him the power to decide what he wants at the pace he wants. This has meant that he has been able to express his life choices and follow them.'

'Normally with any service I would say there is room for improvement but with this service 10/10!'

## Self assessment

No self assessment was requested at this inspection.

## From this inspection we graded this service as:

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

## What the service does well

The inspector found the service to be outstanding in its support for people with a learning disability and other complex needs. It excelled in its compassion, professionalism and ability to build relationships. All stakeholders who expressed a view were, also, positive and had confidence in this service. Here are some areas of evidence that demonstrate its excellence.

**Compassion.** Whilst observing interactions between staff and service users, and in listening to staff speak about service users, the inspector saw compassion. In the way they listened to and communicated with, and spoke about the people they supported, staff showed that they cared about people. Not only this they were committed to making their lives a success.

Where one service user was very challenging the team had taken on advice from that person's psychiatrist and had worked with the behaviour support team in order to realise that challenging behaviour was a form of communication and an expression of anxiety. This enabled staff to work effectively with that person and see their behaviour in its full context. In another example staff were taking a service user to England to attend a surprise party for their brother. Outcomes for people supported were, thus, of high quality.

**Commitment.** The service was very committed to the people it supported and worked through issues and found solutions to them rather than giving up. This was done, often in the face of very challenging situations. This is where the service utilised their skills of building relationships with people and their families and working effectively alongside other professionals in a multidisciplinary approach. One parent recounted how the service had worked together with her to improve outcomes for her daughter. This gave her confidence in the service and staff providing it.

**Family work.** The service were to be commended for their work with families of people who used the service. They were able to build effective relationships with them and to help them negotiate a way through complex areas of support whilst at the same time maintaining their professional commitments to the individual service user and to their own values. This could often be challenging and if handled incorrectly could lead to negative outcomes and tensions but this was not the case here.

**Quality of staff.** The staff observed and spoken with during this inspection were all, without exception, enthusiastic and committed in relation to the people they supported. They had obvious positive regard for them and knew how to support them. Staff spoken with were well trained, well supported through the use of team meetings, supervision, annual appraisal and observation of their practice. Their job was often difficult and challenging and they appreciated the support they got in order to deal with their own stresses and strains.

Staff spoken with were aware of the service's values in promoting safety, choice, responsibility, being informed/involved, health and wellbeing and involvement in the world. In addition to this staff were well trained not only in the general level of training that would be expected such as; adult protection, moving and handling and challenging behaviour, but staff also got training specific to any one individual's needs. In one instance a person's psychiatrist gave specific training to the team on how to handle their expression of anxiety. Staff were supported to be leaders in the field of care; they were confident, caring and insightful. Their 'can-do' attitude when supporting people resulted in positive outcomes for the people they supported.

**Support Planning.** The inspector saw evidence of advocacy, self advocacy, promotion of external friendships, support for family events, holidays, day trips and individualised support for people's particular interests. Support plans which were looked at were extremely well maintained, very detailed and clear in their expression of the support to be provided for any particular individual. Any worker reading them would have a clear vision of the support required by that individual. All plans were based around the same excellent idea of positive outcomes in the following areas; safety, choice, responsibility, being informed and involved, health and wellbeing, and involvement in the world. These values reflected what people were actually experiencing from the service.

**Confidence in the service.** All stakeholders spoken with had confidence in the service. Much of this has to be down to the culture of care and support promoted and the staff and management which was exceptional. Everyone knew their roles and responsibilities and were confident to carry them out. Everybody was under scrutiny and were trained well to do their jobs. There was a culture of openness, transparency and learning. This service put people at the heart of what it did.

**Conclusion.** This service supported people, often with very complex needs, to make the most of their lives. The service did this by promoting their dignity and choice it also managed to build effective relationships with people and it was these relationships that formed the mainstay of the excellent work which they undertook. This was all underpinned with an ethos of excellence around expectations of staff who were well supported, trained and made into leaders. This is why a grade of excellent has been given on this occasion for both the staff and the care.

## What the service could do better

The service was very good at looking to its own improvements. This included its engagement with stakeholders on how they could improve as well as their own improvement planning. This was drawn together in their annual development plan.

## 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).

## 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	
28 Sep 2018	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	6 - Excellent
13 Oct 2017	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	Not assessed

Date	Type	Gradings
4 Nov 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed 6 - Excellent
22 Oct 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 6 - Excellent 6 - Excellent
24 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good 5 - Very good
6 Dec 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
6 Dec 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 4 - Good
29 Jun 2011	Announced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 4 - Good 4 - Good
4 Jun 2010	Announced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good Not assessed
23 Apr 2009	Announced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 4 - Good 4 - Good

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