

Affinity Trust South Ayrshire Service Housing Support Service

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Type of inspection:

Unannounced

Completed on:

19 July 2019

Service provided by:

Affinity Trust

Service provider number:

SP2011011384

Service no:

CS2011280326

About the service

Affinity Trust registered the South Ayrshire Service with the Care Inspectorate in September 2011 to provide a combined housing support and care at home service to adults. The service is registered to support adults with physical and/or learning disabilities, mental health issues and older people living in their own accommodation. The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service operates from an accessible office in Ayr town centre where the registered manager, three team managers, a team leader and an administrator are based. There are two offices in Scotland and the organisation's head office is in Oxfordshire. The aim of the Ayrshire service is to enable people with learning disabilities to achieve active and fulfilling lives, gain increased independence and achieve equal rights as citizens.

The staff provided tailored support to meet individual assessed needs by working in small teams and on a one to one basis. Packages of support hours vary from a few hours per week to twenty four hours per day to enable people to live independently in their own homes. Additionally, the service provides a weekly social and activity group in the local area that is well attended and valued by many of the people supported and open to members of the public.

What people told us

We met with eleven people supported either at home or at the service office and spoke with others participating in the social group about their experience of being supported by Affinity Trust. We spoke with two relatives for their feedback on the quality of care their relative experienced. Overall, feedback in care standards questionnaires from 14 of the people supported or their relatives was positive. We also asked for the views of staff and professionals during the inspection.

Examples of comments received were:

"The support our relative receives makes a big difference to us all"

"When my relative was ill, Affinity Trust were there for us, to support us"

"I couldn't do without them"

"We are happy with the service, I know our son is happy, we can tell if he is not"

"If I need to talk to staff they are always there if I need them"

"Don't know what I would do without them"

"I have a better life because of the support"

"Really good service, can't fault them"

"Definitely have everyone's interests at heart"

Self assessment

The service was not asked to complete a self assessment in advance of this inspection. We looked at their development plan and quality assurance systems. These demonstrated their priorities for improvement and how they were monitoring the quality of provision within the service.

From this inspection we graded this service as:

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

What the service does well

Affinity Trust continues to deliver a very high quality of care and support that meets people's needs enabling them to live in their own homes. We observed competent, caring and compassionate support being delivered. We could see that carers knew people well, they knew how to deliver essential care in a way that was right for the person and in a way they were comfortable with. People we observed appeared relaxed and comfortable with staff and people we spoke to told us they were very happy with the service. People can expect to receive high quality care and support that is right for them and to experience compassion, dignity and respect. We saw staff effectively using photographs and pictorial tools to aid communication and meaningful engagement. We observed examples of an enabling approach and the difference the service was making to people in their daily lives. Staff knew people well and encouraged them to make positive choices to improve their quality of life.

People can expect to have a personal plan that sets out how their needs will be met as well as their wishes and choices. There was a personal plan in place for each person and a structure in place to ensure that regular reviews were planned and took place with the person supported and their relative(s). We found care plans, on the whole, were detailed and of a good standard; they contained relevant risk assessments, very good behaviour support plans and detailed what a person could do and the areas where support was required. We could see people were involved in their plans and reviews and saw good examples of effective behaviour support interventions.

People could be confident their health and wellbeing benefitted from the care. Staff recognised that people supported had complex needs and understood that minor health issues could lead quickly to more serious health conditions. We observed staff pick up on changes in a person's presentation and access medical care promptly, delivering compassionate and skilled care in the interim period. We saw several examples of people participating in a range of social and physical activities and being encouraged to make and maintain friendships.

One relative told us "It's always about what he wants to do, support helps him be as independent as he can be and gives him someone else to talk to". The service had systems in place for the recording and administration of medication, staff received medication training and there were monitoring processes in place. We found there were not always protocols for as required medications or clear guidance for staff in the applications of creams. We discussed with the manager(s) the importance of providing instructions for staff and not relying on new staff learning from existing team members.

People receiving care can expect those supporting them to have been appropriately and safely recruited. We could see that safer recruitment practices were in place and the manager had implemented a system to monitor staff registration with an appropriate body such as the Scottish Social Services Council. The manager demonstrated a good understanding of the registration process and importance of staff being appropriately registered. Several people supported had participated in a group induction session with newly recruited staff; we heard how people felt included and valued as a result of being involved.

We suggested that the manager should consider how people are routinely involved in recruitment and selection in a variety of meaningful ways. New staff received an induction and we could see that the availability and accessibility of training for staff had improved. Staff received supervision and had access to regular team meetings to support them in their role. In addition, senior staff carried out practice observations and spot checks meaning that people could have confidence in staff because they are trained, competent and skilled.

People supported can expect to benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. We could see there were systems in place for safeguarding such as incident recording and reporting and there was a good knowledge and understanding of adult protection concerns, which were raised and followed up appropriately. We could see that complaints to the service were recorded, actioned and responded to and in line with policy. People told us they knew who to speak to if they were unhappy and they were comfortable discussing any issue or concerns that arise. People supported and their relatives had opportunities in reviews and team meetings to discuss how their service could be improved. Where able to, people supported commented on their daily notes and if they were happy with that day's support.

The service also carried out satisfaction surveys with people supported, relatives, staff and professionals receiving a good response and satisfaction rate. Analysis of feedback would be used to improve the service further.

What the service could do better

We would like to see the continued sharing of skills in support planning across the teams to achieve a consistent standard as they did vary, particularly in the outreach team. The service could also better demonstrate in support plans and reviews progress that people have made towards their goals evidencing the positive impact of the service.

There were a range of line management tools in place including supervision and appraisal, practice observations and team meetings; the frequency of use and quality varied across the teams. The manager should consider how these could be better utilised to encourage reflective practice that could have a positive impact on individual outcomes.

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
17 Jul 2018	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 4 - Good
19 Jun 2017	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 4 - Good Not assessed
17 Jun 2016	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed Not assessed 4 - Good
29 May 2015	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
19 May 2014	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
23 Nov 2012	Unannounced	Care and support Environment Staffing 5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good

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