

ABC Supported Living Housing Support Service

5 Plover Lane
Greenock
PA16 7NX

Telephone: 01475 729415

Type of inspection:

Unannounced

Completed on:

29 August 2019

Service provided by:

Quarriers

Service provider number:

SP2003000264

Service no:

CS2004059351

About the service

Quarriers ABC supported living service is a combined housing support and care at home service for adults with physical and learning disabilities. The service supports people to maintain their won tenancies and live a fully involved life within their local communities.

The aims and objectives of the service are: "to provide support on a 24-hour, seven days a week basis, utilising sleepover arrangements or waking night shift where necessary. We are also able to focus support at a time that suits you, dropping in when you most need our staff to be there. This support is tailored to suit your needs, and where appropriate, assistive technologies can be used to maximise your own independence and privacy."

At the time of the inspection the service was supporting 12 people to live independently within their own tenancies.

What people told us

During this inspection, we met with and sought the views of seven people who use the service and their loved ones. We also took into consideration the feedback within the five questionnaires that were returned to the Care Inspectorate. Comments included:

"I am very well treated by the staff."

"We speak regularly with carers and meet at reviews to discuss support."

"The staff do their job over and above what they are there to do."

"I love living in my house and I like all the staff."

"My loved one tells me every day that she loves the support."

One person told us that the service their loved one received was excellent."

Another person said they felt they could talk to staff easily and they deal with their concerns quickly. They believed this was the reason for having no complaints with the service.

Self assessment

We did not ask the provider to submit a self-assessment prior to the inspection.

From this inspection we graded this service as:

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

What the service does well

We found that people who used the service experienced excellent, high quality care and support from a consistent staff team that knew them very well. People confirmed our findings, one said: "I am very well treated by the staff; they are like family to me and if I am upset or worried my feelings are their first priority." Another

person told us: "I really have to say we don't have a lot of staff changes, most of the staff have been constant and I feel confident because they know me so well."

We saw people received excellent support delivered by a highly motivated management and staff team. Consistently positive feedback from people we spoke with reflected their views of an excellent service. People commented on how their care and support went beyond their expectations. For example: "I believe Quarriers provide a high level of service and cannot see how it could be improved" and "The care my loved one receives is phenomenal."

Excellent examples of person led care planning had led to individualised outcomes for everyone supported by the ABC service. For example, a person was supported to go on holiday. The person's staff team worked together to create an individualised holiday plan based on their likes and dislikes. One staff member went above and beyond in order to create a safe and stress-free environment enabling the person to relax and enjoy their holiday. This was a great example of the support provided for people to achieve their full potential.

Another person was supported to attend a family event. This involved months of complex planning by the staff and management alongside the person's family. The person experienced an excellent holiday with their loved ones. The family said: "The two staff members were great. They did over and above what they needed to do. They made sure that my loved one had a fabulous time before, during and after the event."

People told us that staff were excellent at their jobs. We agreed and saw staff were solution focussed and thought outside the box. For example, a person was supported to achieve their goal of riding on a train. Staff worked closely with people to achieve small goals over a period of months. This encouraged the person and lead to them achieving their goal. One person said: "The staff do their job over and above what they are there to do, nothing is any bother to them." We found people's independence was promoted by working with kind, considerate and compassionate staff.

The management team was effective in improving standards, guiding staff, and building relationships with families and agencies in the community. Recent changes were implemented from suggestions made by staff. This helped improve working relationships and developed staff's skills and confidence. We saw that management enabled supported people, families and staff to feel comfortable, involved and a valued as part of the service.

The service was well managed. There were several robust systems in place to ensure improvement and that people were safe. For example, quality assurance systems, staff training, policies and procedures.

Management had made changes based on areas for improvement from the previous inspection. For example, SSSC registration was on track to be completed by December 2019. People benefit from a service that develops using continuous improvement.

What the service could do better

We did not find any significant areas for improvement during our inspection. The service was performing at a very high level.

We shared some suggestions on how the service could further improve. For example, we discussed ways to improve the participation folders by linking the health and social care standards to people's individual outcomes.

We discussed ways in which to document people's choices within their plans in a person- centred way.

We discussed the Quarriers support plan system and agreed that this can be repetitive in places. Management advised that the organisation have taken these comments on board.

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
1 Oct 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
24 Aug 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
11 Aug 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
27 Aug 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
16 Sep 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 5 - Very good
		Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
11 Oct 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
12 Oct 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
30 Nov 2011	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed 4 - Good
13 Sep 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 2 - Weak
24 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
30 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
19 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.