

Castle Douglas Community Support Services Housing Support Service

Primary Care Centre
1 Gardenhill Road
Castle Douglas
DG7 3EE

Telephone: 01556 505777

Type of inspection:
Unannounced

Completed on:
30 October 2019

Service provided by:
Dumfries & Galloway Council

Service provider number:
SP2003003501

Service no:
CS2004070938

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

Castle Douglas Community Support Services is registered to provide housing support and care at home to adults and older people with physical/sensory impairment, memory impairment/dementia, long-term medical conditions, autism and learning difficulties living in the Castle Douglas area.

The service provider is Dumfries & Galloway Council. The service was previously registered with the Care Commission on 16 September 2004 and transferred its registration to the Care Inspectorate on 1 April 2011.

At the time of the inspection, 15 adults were being supported by the service. Support ranged from a few hours per week to 24 hours per day.

The aim of the service is to ensure all people supported receive the relevant support to help them meet their needs, to assist them to fully integrate into the community and to attain their full potential in all aspects of their life.

People are supported within their own tenancy and are supported to deal with finances, property issues, and correspondence.

The people who use the service are supported to try new experiences and develop new skills. In doing so, it is a service objective that people will be enabled to do as much as they can for themselves, both in their home and in the community, and to make informed choices about their life.

The focus of the service is on a person's abilities rather than their disabilities.

What people told us

Prior to the inspection, we issued care standards questionnaires; four were returned completed. During the inspection, we visited people within their own homes. People told us that overall, they were happy with the quality of care and support provided.

Self assessment

The service had not been asked to submit a self-assessment in advance of the inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

People in receipt of care and support should experience compassionate care and support that promotes dignity and respect for their rights as individuals. We saw staff using their knowledge and skills to deliver support in a compassionate manner with warmth and kindness.

People had built trusting relationships with staff, we observed people experiencing good interactions and engaging in conversations which were meaningful.

Support plans were in place which contained improved risk assessments and supporting documentation that detailed actions to be taken by staff to meet people's needs consistently and safely.

People should be fully involved in reviewing their care and support regularly or when their needs change. During visits to people's homes, people were able to share with us their support plans and tell us how they were used to guide staff.

We discussed with the service manager where improvements could be made to support plans. This included the need to ensure they were up-to-date, easy to use and directed day-to-day support. Unnecessary duplication should also be removed. We will review this at the next inspection.

Staff demonstrated a good knowledge of the needs of people as well as their wishes and choices. This helped staff to deliver care and support effectively. Staff monitored people's health and wellbeing and, if required, supported people with appointments and referrals to other services for more specialised assessments and treatment.

One person told us of the help he was given to access the health facilitator to support him during a hospital visit. Successful planning ensured the person felt supported and safe when attending a hospital appointment, resulting in a more positive experience.

People were enabled to live at home and were supported to live active lives. Staff encouraged people to pursue their interests and to participate in the local community. This contributed to people leading fulfilling lifestyles, spending time with friends and enjoying what was important to them.

People should have confidence in staff because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. Staff told us they had regular access to training opportunities. We found staff to have regular supervision with their senior and opportunities to attend staff meetings. This ensured staff felt supported and helped to develop their practice.

We noted some training required updating. The service provider should ensure that all staff receive regular refresher training including adult support and protection, and any specific training based on people's identified needs.

Staff were motivated and committed to providing a good service. The staff team worked well together which provided people with a consistent and stable service.

In order to ensure that people experiencing care are fully informed as to what they should expect, the manager should continue to raise awareness of the 'Health and Social Care Standards - My Support, my life' (Scottish Government, 2017). These should continue to be raised through staff supervision, meetings and reflective discussion in order to enhance staff knowledge about people's rights and consistently promoting positive outcomes for each individual.

What the service could do better

The service provided support to some people over a 24-hour period. Outwith office hours, we did not find a clear 'on call' system. Staff made themselves available to respond to situations where staff or people supported required additional support. People's support time should not be disturbed due to 'on call' duties and staffs time off should be protected.

(See recommendation 1)

We found the service to be flexible and adaptive to people's needs. However, this had also created problems with the rotas of people supported as well as staff rotas. We found changes were not always clearly communicated or recorded. The manager should be confident that all rotas are correct and reflective of the support that is planned. People should be notified of any changes to time or staff members in advance of their pending support.

(See recommendation 2)

Staff took on the responsibilities of key workers and link workers. These roles should be reviewed to include more involvement in support planning and review meetings in order to promote opportunities to support people to meet their outcomes.

The service provider had quality assurance audits in place. We found that these were not all in use or issues had not been identified by the monitoring process. We have repeated the recommendation we made at the last inspection.

(See recommendation 3)

The service provider had several service specific policies and procedures in place to guide staff practice. We found these required to be reviewed and updated to ensure people supported experienced high quality care and support based on relevant evidence, guidance and best practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The service provider should develop an 'on call' system which provides management support for staff and people supported outwith office hours.

This is to ensure care and support is consistent with the Health and Social Care Standards which states:

"My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event" (HSCS 4.14).

2. The service manager should ensure that any changes to rotas are recorded and that people who use the service are communicated with in a respectful way which involves them fully and allows them to prepare for people coming to their home.

This is to ensure care and support is consistent with the Health and Social Care Standards which states:

"I know who provides my care and support on a day-to-day basis and what they are expected to do. If possible, I can have a say on who provides my care and support" (HSCS 3.11).

3. The service provider should ensure there are good quality assurance systems and processes in place reviewing and auditing all aspects of service delivery. Where areas are identified as needing improvement, appropriate action plans should be put in place and progress towards meeting actions required should be recorded. Attention should be given to those areas identified at inspection.

This is to ensure care and support is consistent with the Health and Social Care Standards which states:

"I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

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 manager should ensure that risk assessments are in place to meet the needs of people supported, providing clear guidance for staff.

This is to ensure care and support is consistent with the Health and Social Care Standards which states "My care and support meets my needs and is right for me" (HSCS 1.19).

This recommendation was made on 20 March 2018.

Action taken on previous recommendation

Training in risk assessments had been provided to the staff team. The manager and staff had reviewed the risk assessments in place. We found improved risk assessments and guidance in place. Staff had an improved understanding of the need for these.

This recommendation has been met.

Recommendation 2

The provider should ensure there are good quality assurance systems and processes in place reviewing and auditing all aspects of service delivery. Where areas are identified as needing improvement, appropriate action plans should be put in place and progress towards meeting the actions required should be recorded. Attention should be given to those areas identified at the inspection.

This is to ensure care and support is consistent with the Health and Social Care Standards which states "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

This recommendation was made on 20 March 2018.

Action taken on previous recommendation

This recommendation has been repeated.

Inspection and grading history

Date	Type	Gradings
26 Oct 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
24 Jan 2018	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
4 Nov 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
16 Sep 2015	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 4 - Good 4 - Good
21 Oct 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
6 Feb 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
6 Feb 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 4 - Good 3 - Adequate
10 Jan 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 3 - Adequate
31 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
9 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 3 - Adequate
28 Aug 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 3 - Adequate

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