

Dundee City Council - Supported Living Team Housing Support Service

Claverhouse Social Work Department
Jack Martin Way
Dundee
DD4 9FF

Telephone: 01382 436352

Type of inspection:

Unannounced

Completed on:

1 October 2019

Service provided by:

Dundee City Council

Service provider number:

SP2003004034

Service no:

CS2005108069

About the service

Dundee City Council - Supported Living Team 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.

They state that; 'Our main aim as a team is to support people to live fulfilled lives. We have broken this down into six outcome groups, listed below. 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

Service Users:

'I have a busy life including holidays, shopping and going to the cinema.'

'I feel safe here. My aunt and uncle visit me and they like it here.'

'I have health problems but they look after me really well here, I have to have a special diet.'

'If I had a complaint I would go to Elspeth or Elaine.'

'Staff support me to visit my dad. I am in a walking group and I go to the gym and soon I will be going a horse riding. I go on a healthy eating course and I have lost weight.'

'My favourite band is the Eagles and staff support me to go to concerts with an Eagles tribute band.'

'Yes, I do have a key worker.'

'I have my own car now and staff drive me around in it; they organised this for me.'

'Staff really respect my choices, I have everything I need here. I am very happy. 9/10.'

'Staff help me with my food cooking.'

Relatives/Guardians:

'I am very happy with the service. My daughter is very well looked after. The service has very good communications with me if there are any issues and I get invited to a review meeting every six months, in fact there is a review meeting due this Thursday. My daughter is going on holiday with the service to the Blackpool illuminations. They manage her epilepsy really well and she has a lovely flat.'

'Yes; they have promoted her independence skills since she has been there even if that just means small things like putting her hand in her sleeve while getting dressed. The staff are full of compassion and recently had a memorial for a service user who died this allowed people to say goodbye.'

'I am always welcomed at Rockwell when I visit. 10 out of 10. Ideal placement!'

'It's their diligence and compassion that is really impressive; it is second to none. Staff go beyond the call of duty. They even care about visiting relatives as well and they recently supported us really well when my partner had taken ill at the service.'

'The whole place is like one big family the residents are happy but the staff are there for them. What I like is that the staff are aware of any changes that take place in residents health or mood and they investigate.'

'I firmly believe that they have managed to prolong the life of the person we visit as he has a very rare syndrome which affects his lungs. Their attention to health support and potential health risks is second to none. 10 out of 10.'

'My daughter is well taken care of with this service; they treat her with dignity and respect, she has a great social life, they have befriended her and they are full of compassion. 9/10.'

'My brother has been in his present care placement for more than five years now and he's cared for in the best possible way. He is happy living in his own home and all his needs are met. We, his guardians, are happy knowing he is healthy and secure and living the best life you can with the excellent care he receives.'

Care Managers and an Advocate:

'I have been an advocate for a lady who uses the service for many years. I have found the staff to be very friendly and in tune with the needs of the people. They also keep me well-informed and involved with the support of this lady.'

'I am only involved in chairing reviews at the services but from my experience I can tell you that they work well with people. One recent placement occurred and we expected there to be teething troubles but there weren't any. The service managed to make an effective relationship with a challenging person in a very short space of time which is to their credit.'

'The service works with a lot of complex health issues yet provides really good support. I think the staff are of a very high quality and they are diligent in their job when they spot changes in people, due to something like ageing, they will alert me and investigate.'

'They are good at building relationships with families and have worked with some difficult families in the past. They facilitate things like holidays, trips out and contact with relatives. 10 out of 10.'

'This is a great service, works really well in preventing one person in particular from admission to hospital they know him so well and are highly skilled at managing his health problems. Also; they give him a very full life. I like their philosophy of it being a home for life. They follow people's own interests and individuality. The senior staff are consistent and manage the staff culture in a really good way. 9/10.'

Self assessment

A self assessment was not requested at this inspection. However the service showed the inspector their comprehensive development plan.

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 positive about this service. Here are some areas of evidence that backup its excellence:

Compassion. The compassion displayed by, and embedded in, this service was excellent. Observation of staff interaction with people who used the service showed that in their tone of voice, their eye contact and demeanour that they cared about the people they supported and held them in positive regard. When the inspector spoke to staff and managers about individuals who were supported; again, they were compassionate about them and saw them as human beings rather than the sum of their physical needs. The service had recently experienced the death of one of its tenants this had been handled extremely sensitively. Staff had been a constant presence at hospital when that person was dying and had then attended the funeral with other tenants who wished to go. They then held a memorial, with balloons, at the person's home in order to let other resident, who knew him, say goodbye in their own way. Management had supported staff during this time as, obviously, this situation had affected them too; and support had been forthcoming. It was clear from speaking with other stakeholders such as families that they had confidence in the service on the basis that they saw that staff cared about the people they supported.

Commitment. The service was very committed to the people it supported and had a history of working through difficult situations in order to promote the rights of individuals to a place in the community; their tenancy. The service had worked through difficult and challenging situations with families in order to maintain tenancies for the people they supported. When staff were spoken with about this, they took pride in the fact that any difficulties had been dealt with in such a way as not to impact on the person they supported. One relative recounted how the service was committed to the ongoing good health of their nephew who had a rare syndrome which meant they were constantly prone to life-threatening infections. She felt that the service had gone 'above and beyond the call of duty' to ensure that he was as fit and as healthy as his syndrome would allow. She spoke about how the service had significantly cut down on the amount of hospital admissions he had to undergo. She even went as far as to say that she felt that this service had saved his life and that he was now the oldest surviving person in the country with that syndrome. She felt this was down to the vigilance and proactive support of staff.

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. All this made them into confident leaders whilst working with people. Staff spoken with were aware of the services 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 staff had been offered counselling after working with a service user who had died. Also, the service had commissioned training for staff in working with service users around the subject of death and dying.

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. This lucid approach to support planning was very effective in promoting positive outcomes for supported people.

Confidence in the service. All stakeholders spoken with had confidence in the service. Much of this can be attributed to the culture of care and support promoted within the service. Everyone knew their roles and responsibilities and were confident to carry them out. Everybody's practice was observed and scrutinised and they 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 and this evidently showed in the positive outcomes for the people it supported.

Communication. The service was excellent at communicating with the people it supported whether they had verbal communication or non-verbal it was clear from what was observed by the inspector that they knew and understood what people were trying to communicate. There was use of a variety of communication methods including Makaton, use of signifiers, active listening, liaison with speech and language therapists, with families and with time spent with people that they supported to get to know them and how they communicated. The service was using photographs much more than they used to with tenants; this reflected good times and their friends. What was most impressive was the ability of staff to build good relationships with people no matter what their communication needs were.

Conclusion. This service supported people, often with very complex needs, to make the most of their lives. It was fully committed to the one aim of supporting them to be as happy and healthy as they could. This was done using clear care values, attention to detail, a compassionate approach and a can do attitude. They had supported people for a long time and were now dealing with the health issues of ageing as well as all the other complex issues that the people they supported came with. They had taken it in their stride and were already planning for the future with dementia training and their multidisciplinary work with other health professionals. All in all the whole package that people received from this service was excellent and this is reflected in the grade given.

What the service could do better

The service had its own development plan and other mechanisms for improvement such as development days for senior staff. The service was very proactive in making its own improvements.

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
19 Nov 2018	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 5 - Very good
12 Dec 2017	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 6 - Excellent Not assessed
22 Dec 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 6 - Excellent Not assessed
29 Jan 2016	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 6 - Excellent 6 - Excellent
9 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
17 Jan 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
28 Feb 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 4 - Good
25 Aug 2010	Announced	Care and support Environment Staffing 4 - Good Not assessed 4 - Good

Date	Type	Gradings	
		Management and leadership	Not assessed
8 May 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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