

Orkney Housing Support Housing Support Service

7 - 13 Laing Street
Kirkwall
KW15 1NW

Telephone: 01856 877969

Type of inspection:

Unannounced

Completed on:

6 December 2019

Service provided by:

Scottish Autism

Service provider number:

SP2003000275

Service no:

CS2012312295

About the service

Scottish Autism is the largest provider of autism-specific services in Scotland and a leading authority and advocate for good autism practice. It aims to "help those diagnosed with autism to lead full and enriched lives and become valuable members of the community they live in".

Orkney Housing Support provides a combined care at home and housing support service. It is operated by Scottish Autism, whose headquarters are based in Alloa.

The service's mission statement details its vision to ensure "people with autism can lead meaningful and fulfilling lives and be recognised as valuable members of the community".

Among its core values are commitments to ensure a person-centred approach, the upholding of human rights and the promotion of positive and inclusive lifestyles.

This service registered with the Care Inspectorate on 1 February 2013.

What people told us

For this type of inspection we gained people's views in a variety of different ways. Where possible, we met with some people who experienced support from the service and additionally we spoke with some family members.

Self assessment

Self-assessments are no longer requested from this type of service. The manager demonstrated their commitment to improving and developing the service within their service improvement plans.

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	3 - Adequate

Quality of care and support

Findings from the inspection

Care and support people experienced from the service was of a good standard, which demonstrated important strengths with some areas for improvement.

The service was operating with some vacancy cover, which at times was making it difficult to provide all the necessary support they needed to. Staff were pulling together and working as a team, often working additional hours to make sure people got the best level of cover they could provide. This at times meant people were being supported by staff they didn't know. New staff members did not always have the necessary time to get to know the person they were supporting. This meant at times there had not been the right level of shadow shifts to

enable trusting relationships to be built between people experiencing support and their staff. Within individual teams there were experienced staff members who knew people well, and with the right level of shadow shifts for new staff, this would improve how support was arranged at times.

People's written support plans detailed a lot of information about people and how they liked to be supported. The plans detailed well the support people needed with their autism. What was apparent however was the amount of individual support plans and risk assessments. For example, one person had in excess of 50 support routines and over 60 risk assessments, which meant these were very difficult for staff to follow, unless they were well established. Given the vacancy cover and on-going recruitment, which was taking place, the service needed to review support plans to make sure these were clear and easy to follow for staff.

Some people felt the changeover in staff had been having a negative impact on people. Whereas some people disagreed with this. What was apparent though, was some individuals' routines had changed significantly over the last few months, with a loss of variety to their weekly activities. In one case, a supported person had changed routines from stimulating activities, to more lunches out. It wasn't clear what opportunities or experiences staff had considered and tried with people to offer different options, and this was something the autism practitioners were considering.

Health and wellbeing needs were being supported in a way which was right for people, with routine access to health services where this was needed. Medication was being managed safely enough, although there were some missing signatures within one person's file, which we raised with staff.

The staff team were trying very hard to offer as best a service as they could, which was hard at times given the staffing levels on occasions.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

Findings from the inspection

The quality of staffing was of a good standard, which demonstrated important strengths with some areas for improvement.

People could be confident staff were recruited into the organisation in a way which was safe. Improvements were needed with staff inductions. For example, by increasing the amount of shadow shifts new staff had, working alongside experienced staff, getting to know people they would be supporting. Staff who were leading on those shadow shifts should do so in a positive way, which is informative for the new staff member. There was an occasion where we observed an experienced staff member directing a new staff member. This was done in a way which was not positive nor respectful, and we raised this with the manager. People being supported, need

to have the right opportunities to build trusting relationships with the people supporting and caring for them, in a way that they both feel comfortable with. This should be one of the outcomes from staff induction.

With staff vacancy and other absences there were some gaps with accessing training for staff members. The provider was struggling to source training from Health colleagues around the safe and proper administration of diabetes medication. This was having an impact on an individual's support as there were limited staff members trained. Staff members were needed to come back in to support with administration of this medication, where staff were working and had not been trained. The management team were escalating this further during our inspection. It is important staff members are trained appropriately, ensuring they are competent to carry out their job roles in a way which supports positive outcomes for the person experiencing support.

Opportunities for staff to get together and reflect on their job roles had been limited due to staff shortages over the last few months. This meant there hadn't been the right level of team meetings or staff supervision sessions with their line manager. This was being looked at and work was in place to improve this moving forward. Supervisions and team meetings are good opportunities for staff to share ideas, to consider best practice, which contributes to improving the outcomes for people experiencing their support.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The quality of management and leadership was of an adequate standard, which demonstrated strengths that just outweighed the weaknesses.

As outlined previously, the service had experienced some staffing absences, which included from within the management and leadership roles. This had meant management cover for the service had been under significant pressure. These pressures had resulted in management staff members working additional hours. Through the summer months the service had been supported by the provider's peripatetic manager, and recently a temporary manager had been appointed to support the service locally. The support which was now in place had improved the management cover, placing back consistency and regular manager support to the service locally. The management team had begun to look at the improvements and developments they wished to consider, and local autism practitioners had felt more supported and reassured.

With the pressure on management roles, some areas of these improvements and developments had needed to wait as there was not enough staff to fully carry these areas forward. This meant the service currently had considerable work ahead to enhance and improve the service, ultimately, improving the experiences of people they supported. The management team were aware of the areas of improvements they needed to take forward, and there had been work carried out to develop the local area improvement plan. A process of establishing

where the service was currently at, was taking place and areas being identified were to be added to the local plan.

The provider was continuing to try and address the recruitment challenges they were facing with the service, to help reduce some of the pressures staff from all levels were facing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

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.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
26 Oct 2018	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
7 Sep 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
10 Feb 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
11 Dec 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
4 Nov 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
27 Feb 2014	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate

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.