

## Denovan Home Care Housing Support Service

Denovan Stable House  
Denny  
FK6 6BJ

Telephone: 01324 826831

**Type of inspection:**

Unannounced

**Completed on:**

20 November 2019

**Service provided by:**

Denovan Care

**Service provider number:**

SP2004006067

**Service no:**

CS2004062178

## About the service

Denovan Home Care provides a community based Housing Support and Care at Home service to adults with mental health problems and/or learning disabilities.

The aims of the service are: 'To encourage and support the service user to develop to their full potential and to live a happy, independent fulfilling life, whilst providing the highest possible level of care.'

At the time of this inspection, 13 people were being supported by the service. The service has been registered with the Care Inspectorate since 2011.

## What people told us

People told us they were very satisfied with the ongoing support from Denovan care.

'I enjoy my support time and I always look forward to it.'

'100% good service.'

'I am fully satisfied with the quality of care my relative receives.'

## Self assessment

We did not request a self assessment for this inspection visit.

## From this inspection we graded this service as:

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

## Quality of care and support

### Findings from the inspection

The people using the service have had a long connection with the service and positive relationships have developed with the staff supporting individuals. People told us they enjoyed the company and help in getting out and about with support of staff. We were present when the service supported a service user through a crisis. We saw liaison with other appropriate agencies and strategies to support the person through the crisis. This seemed to be successfully managed during the inspection visit.

We spoke with the manager about the benefits of recording and reviewing each person's service. There are challenges for a service which is in place for several years in recording 'improvements' in care and support. But we felt that maintenance of wellbeing while supporting a person needing psychological support is a valuable aim. We asked the manager to consider this further.

People and their families told us that they were very happy with the support from Denovan Care. Through discussions with staff we understood that such regular support helped people maintain their homes and their presence in the local area. People using the service valued the continued support from the service and having a point of contact when a crisis occurs.

In the records we saw there was good information on contacts for local support, including GP and all specialist health and social work personnel. Additional contacts, such as family members and any legal contacts were also noted. This was a comprehensive record helping to support the person. Since the last inspection, managers have taken account of the improvements suggested by the Care Inspectorate in ensuring all risk assessments reflect up-to-date situations. Managers said they appreciated the comments.

We spoke with staff who have a very realistic view of their role in supporting people. They recognised that different people benefited from support from particular staff and this is followed through in staff deployment. This helps ensure that the service support is meaningful for each person. Staff training is adjusted to ensure that any situation arising is dealt with in an appropriate manner.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 – very good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

We found the service has regular contact with social work and other services which support individuals. Because of the long term support offered by the service, relationships with individual staff have become very important in the lives of people using the service. Managers have the benefit of a team of experienced staff and can match up support staff with individual service users. This appears to work well for people receiving support.

We saw that regular staff meetings ensured that staff training was up-to-date and addressed the range of situations presented. Regular supervision and appraisal meetings were appreciated by staff we spoke with so that any training needs were addressed. We saw that managers were up-to-date with the requirements of the Scottish Social Services Council (SSSC) and that all relevant staff were on the appropriate parts of the SSSC register. People were aware of the need to evidence their learning and had this in hand.

We saw that reviews of care and support took place as planned or when a situation changed for someone. People told us they were very happy with the support from Denovan Care Services.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

**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](http://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
4 Sep 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
27 Oct 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
22 Sep 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
7 May 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
19 Jun 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
19 Jun 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
25 Jun 2012	Announced (short notice)	Care and support 5 - Very good Environment Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	4 - Good 4 - Good
14 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
12 Jun 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
18 Nov 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 3 - Adequate

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