

Streets Ahead (West) - Care at Home/ Housing Support Housing Support Service

Lyle and Scott Building
Liddesdale Road
Hawick
TD9 0ER

Telephone: 01450 377 924

Type of inspection:

Announced (short notice)

Completed on:

17 December 2019

Service provided by:

Streets Ahead (Borders)

Service provider number:

SP2003001977

Service no:

CS2004056958

About the service

The service has been registered with the Care Inspectorate since 2004

The service provides support to people in their own homes which is tailored to each persons needs. This can be from a few hours a week 24 hours support.

The service has signed up to the "Charter for Involvement" which identifies a philosophy of support they want to achieve for the people they support which includes:

1. We must be at the heart of any plans about our lives
2. We have the right to live our lives independently
3. We must be involved in our communities
4. We must be able to speak about how our support is working for us and what would be better.
5. We want to be involved in choosing the people who support us
6. We want to give information and training to staff at all levels
7. We want to be involved in writing policies that affect us and making them easier to understand
8. We want to be involved in decisions made by the organisation that plan and run our support
9. We want to be involved in events run by the organisations that plan and run our support
10. We want to be involved with 'Speaking-up' groups

"We are on the personal outcomes journey and aspire to be champions of helping people get to where they want to be in life. This means committing to a person-centred approach, recognising what's important to people"

What people told us

For this inspection, we received views from five people who used the service through our care standards questionnaires. We also spoke directly with a further 12 supported people and spoke on the telephone to five relatives/friends/carers. People spoke highly about the staff that supported them.

From the respondents comments we concluded that overall people and their families were very happy with the quality of care and support the service provided. Other comments included;

"The staff go above and beyond and are very flexible to meet the needs of my relative"

"I feel like I can be a mum again!"

"Staff are very professional in how they support their relative"

"All the staff have gelled with my relative and they get the best out of them"

"Very thankful for the service my relative gets at streets ahead!"

"He has a smile back on his face!"

"He has got a very good life!"

"My relative has got a good set of carers, and consistent which is really good for my relative, this ensures they feel safe, having the same carers is really helpful"

Self assessment

We are not requesting self-assessments from providers for this inspection year. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan are considered throughout the inspection.

The 'Health and Social Care Standards' have replaced the National Care Standards. These seek to promote and improve outcomes for people who experience care. Services should now be providing support in accordance with the guidelines outlined therein.

These are:

- 1: I experience high quality care and support that is right for me.
- 2: I am fully involved in all decisions about my care and support.
- 3: I have confidence in the people who support and care for me.
- 4: I have confidence in the organisation providing my care and support.
- 5: I experience a high-quality environment if the organisation provides the premises.

<https://scotgov.publishingthefuture.info/publication/health-and-social-care-standards-my-support-my-life>

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 quality of care and support we saw was of a very good standard. We observed a staff team who knew about the Health and Social Care Standards and could demonstrate the principles of these in their practice. The people we spoke with and visited told us that they felt listened to and that their views were taken into consideration. There was a consistent staff team to support people, which only varied mainly when there was short term sickness. This ensured that there was the opportunity for people to build meaningful relationships with a staff team who knew their needs and could be responsive should these needs change.

The organisation is respectful of ensuring that people's rights are upheld. People are treated fairly, and staff were able to actively challenge any forms of discrimination. Where people's independence, choice and control were restricted appropriate legal arrangements were put in place in the least restrictive way. This was to ensure people maintained opportunities to achieve their lifelong goals. Advocacy services were available, and staff knew how to contact them should the people they support need this.

The people we met, and that were able, were very active and engaged in their local community. We saw that people attended day centres, going out for coffee and lunch and attending activities in and around their local community. Some of the people we met had their own vehicles, which enabled them to go a little further afield. However, for those that did not have transport there was a real "Can do attitude" to ensure that people were supported to achieve their wishes and goals.

The staff team were very proactive in monitoring people's health and wellbeing and were aware of how to report this. There was good links with the GP, district nurses and social work teams, which enabled a comprehensive holistic health assessment for each individual person.

People are supported with their medication. This ensured that there was enough stock in place and for those who were unable to administer their medication, this was supported by the staff team. This was documented well via a Medication Administration Record (MAR). There was good quality assurance around this where charts were audited on a regular basis. This ensures that the service can be responsive to any issues identified that may need to be addressed. However, there was some instances of under reporting of some medication errors. We spoke with the manager regarding this and clarified what is reportable to the Care Inspectorate and we will monitor this over the coming year.

People were involved in their nutritional support. Some people had special diets and needed support to reduce or increase calorie intakes. All of this was supported by a pro active staff team who wanted to get things right for the person they supported. Some people were involved in going to the supermarket while others shopped online. All of this ensured involvement and participation by the person they supported.

The information provided in support plans identified individual needs and wishes and how to support these. This ensures that people benefited from dynamic care planning which consistently informed staff on how to support people in their daily life.

Some of these plans could be lengthy and we were concerned that the staff would not have opportunity to read these. However, in speaking to staff they could tell us lots of information about the people they supported. They could also tell us about the time they were given to shadow other staff members and time to read and absorb the information contained in these support plans.

The support plans were being audited and reviewed on a regular basis. The reviews were completed within good time scales and involved significant people that could contribute to the health and well being of that individual. This supported good communication and enabled people to feel involved in the shaping and continued evaluation of their support plan.

We could identify from the previous inspection that some people's health had deteriorated. Anticipatory care and making certain that people are helped to live well right to the end of their life is important. We discussed this with the management team to see how this could be developed over the next coming year. They were very receptive to look at how they could develop this for some people. This ensures that people are supported in a planned and safe way, which is in line with that individuals wishes should their health deteriorate in an emergency or unexpected event.

We concluded that people were supported very well to meet their needs, wishes and choices in a supportive and safe way. This enabled people to lead safe, healthy, happy and active lives.

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

The quality of leadership and management was very good. The organisation had a clear vision that inspired equality and inclusion. The manager and depute manager had a clear vision alongside the providers and supported people to ensure everyone experienced the best outcomes they could. The information that was gathered about people identified strongly people's choices, preferences and wishes to help staff achieve positive outcomes for the people they support.

The service was able to evidence that the capacity for leadership could be built at all levels. The managers ensured that the culture is supportive, inclusive and respectful. Therefore, managers could confidently manage any issues or challenges should they occur. The people we spoke with including staff, supported people's relatives and carers all knew who the managers were, and were able to identify leaders as visible role models.

Quality assurance including self-evaluation and improvement drive change. The service has improved to ensure that they are more proactive in actively evaluating people's outcomes. Therefore, this ensures that people are provided with the right care in the right place at the right time to meet their needs.

We could see that quality assurance was not just about what the managers did, but also about empowering the staff team to be involved in the quality assurance as well. This leads to inclusion in developing improvements and changes that are not always led by the management team.

The service had recently concluded a survey where there was opportunity for supported people and their relatives to feed back on how the service was doing. The information received back was very positive and gave the opportunity for people to identify areas that could be improved upon which ensures that people are involved in helping to shape the future of the service they are supported by.

There were clear guidelines for supporting staff at induction and training was monitored closely. Staff were registered with the Scottish Social Services Council (SSSC) and monitoring of this was in line with best practice. Staff were given ample opportunity to work through an induction workbook which could take as long as six months to complete. There was also ample shadowing time to be paired up with more experienced staff until the newer member of staff felt confident enough to work on their own. This included observed practice and identification of any specialist training they needed.

Staff were encouraged to participate in various areas of training which at times was specific to the needs of the person they supported. There was capacity for staff to be involved in the SSSC open badges scheme. This is a free training forum where staff can log onto to complete specialist training that they may have a specific interest in.

The staff team have a good sense of "Team" and we can see this is a culture being led from the top. This culture encourages creative contributions from staff and supported people. Both staff and supported people are empowered to be innovative and provide person led support fostering a culture of positive risk taking and "Can do" attitude.

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

Recommendation 1

The Provider should develop and implement formal quality assurance systems to ensure a more structured and effective approach to monitoring and oversight of all areas of the service provided.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "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 21 February 2019.

Action taken on previous recommendation

Quality assurance including self-evaluation and improvement drive change. The service has improved to ensure that they are more proactive in actively evaluating people's outcomes. Therefore, this ensures that people are provided with the right care in the right place at the right time to meet their needs.

We have observed enough evidence to meet this recommendation.

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
7 Feb 2019	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
27 Mar 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
21 Mar 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good

Date	Type	Gradings
11 Feb 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
5 Mar 2015	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
24 Mar 2014	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
10 Jan 2013	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
5 Mar 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
21 Jun 2011	Unannounced	Care and support 2 - Weak Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
26 Aug 2010	Announced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
19 Jan 2010	Announced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed

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

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