Leonard Cheshire Disability - Stenhouse - Supported Living
Housing Support Service

73 Stenhouse Place West
Edinburgh
EH11 3LB

Telephone: 0131 443 1839

Type of inspection: Unannounced

Completed on: 18 December 2019

Service provided by: Leonard Cheshire Disability

Service no: CS2008190885

Service provider number: SP2003001547
About the service

Leonard Cheshire Disability is the registered provider of Stenhouse - Supported Living which has been registered since 2010.

Stenhouse provides a combined housing support and care at home service to eight adults with learning disability in two shared homes and to one adult in their own home.

The service registration also covers Citypark who offer support to four people with learning and physical disability in their own homes.

Supported people have a mix of one to one and shared support allocated to them and staff are on site 24 hours.

People at Citypark also have on site support from NHS learning disability nurses.

What people told us

During our visit we met seven people who use the services. This allowed us to listen to people’s views and to see how people experienced the support they received.

Where able to, people told us they were very happy in their home. We also observed positive interactions between supported people and their staff.

We spoke with five relatives of people receiving support. All commented they were very happy with support and their relatives were happy.

Some comments included:

“I’m delighted with support, (relative) is looked after very well, staff are very good and keep in touch with me regularly.”

“(relative) is well looked after and I have no concerns. There is a review every six months which is good.”

“The staff are all really nice, (relative) has been there for a while and is very settled.”

“(relative) seems happy, if not they (relative) would let us know.’

“The transition to new home was excellent. Very good communication and (relative) was involved in everything that was happening, been the best thing for (relative).”
Self assessment

There was no requirement for the service to provide a self assessment for the inspection year 2019/20. Issues relating to quality assurance, feedback from people using the service and their relatives along with the quality of the service’s improvement plan are considered throughout the inspection.

The new Health and Social Care Standards seek to promote and improve outcomes for people who experience care. Services should be providing support in accordance with these standards. 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.

The full standards can be viewed at:

From this inspection we graded this service as:

<table>
<thead>
<tr>
<th>Category</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of care and support</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>not assessed</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>4 - Good</td>
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</tbody>
</table>

What the service does well

During the course of our inspection, we saw supported people were happy and relaxed with the staff supporting them. Staff we met had positive attributes we would want to see in care staff - respectful, friendly, observant, calm and with good communication skills. This allowed for healthy working relationships to be formed where people could feel comfortable and safe.

Supported people continued to be active daily in interests they enjoyed. One person told us of various social and recreational activities they liked to choose such as the cinema or celebrating special occasions. Another person was looking forward to meeting an old friend they used to live with.

Staff had an enabling attitude which meant people’s wellbeing was priority.

Stenhouse had recently been redecorated throughout and the rooms were now warm and welcoming. Family members spoke of how supported people had been involved in redecorating their bedrooms.

Leonard Cheshire provide good training for staff and they had sourced additional training around specific areas for example suction training or oxygen support. It was good to see that some staff had received training in supporting people with learning disability and dementia. Staff development in these areas meant they had the required skills to safely care for people’s needs. Staff told us this made them feel more competent in their roles.
Care and support plans, hospital passports and health folders all held very good information enabling staff to support people well, however, there was a clear difference between the two sites in the finer detail of the plans. For example, some plans contained excellent visual information which gave staff clear guidance on how to position a person correctly meaning they would be comfortable and safe. We discussed with the provider to review care and support plans to ensure this level of detail was consistent across the service.

Transparent quality assurance systems mean people can have confidence the service is evaluating itself, learning and improving. The provider has very good quality audit procedures in place with additional daily medication and finance checks completed by staff. We saw staff completing a finance check and although thorough, the process appeared confusing. We asked the provider to review this process to reduce any potential errors.

What the service could do better

Team meetings and supervisions offer staff opportunities to share concerns, reflect on their practice, celebrate good outcomes and learn from their peers and managers. We found at Stenhouse that staff meetings were not happening regularly and there were gaps in staff supervisions being completed.

The provider needs to ensure that supervisions and staff meetings happen consistently across both sites and as per their own policy and procedures expects.

The quality of reviews taking place was mixed. There were no minutes from some reviews to identify any outcomes, updates or issues which may have been discussed. Some paperwork stated wrong dates or had no dates which was confusing. We also saw some very good reviews that had taken place. These were very person centred and gave control to the person who’s review it was.

Staff development around reviews would be beneficial. This would enable reviews to be more meaningful to the person and not being a rushed last minute exercise.

There was a clear difference across the two sites in regards to management and leadership. Although the information held across both sites was very good, the quality of paperwork and documentation was different.

The provider should look at opportunities to develop senior staff skills to improve consistency across the services.

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<th>16 Mar 2018</th>
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