

Action Group - Team A Housing Support Service

Norton Park Centre
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Edinburgh
EH7 5QY

Telephone: 0131 475 2315

Type of inspection:

Announced (short notice)

Completed on:

29 March 2019

Service provided by:

The Action Group

Service provider number:

SP2003002593

Service no:

CS2004081067

About the service

The Action Group - Team A provides a housing support and care at home service to people with learning disability and/or other support needs who are living in their own homes in Edinburgh. The level and type of support is based on individual's needs. Support is provided with a range of activities, including assisting people to maintain their home, personal care, staying healthy, developing skills to live as independently as possible and being active in their local community. At the time of inspection around 215 people were using the service.

The Action Group aims "to value, listen to and involve people with a learning disability and other support needs and their carers so every action is judged to be the best". The Action Group - Team A aims "to assist and support people to live a valued and successful life in the general community".

What people told us

We visited people being supported at home and in the community. We also contacted some relatives and assessed the responses we received from our pre-inspection questionnaires. Those we spoke with told us that they were happy with the support they received. Staff were polite and actively involved in a variety of activities.

Self assessment

We are not asking services to submit a self-assessment for this inspection year. Instead, we will ask services for their improvement or development plan and discuss any improvements they may have made or intend to make since the last inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

The large majority of people we spoke with told us that they were happy with the staff who supported them, demonstrating dignity and respect at all times.

The Action Group support people with a variety of support needs, ranging from social activities in the community to more complex 24/7 care.

How people spend their day is important in maintaining people's physical and mental wellbeing. We went along to some of the social activities to speak with people and they told us just how much they enjoyed being supported in this way. It helped them to create and maintain friendships with others and also developed their independent living through what they learnt from the activities, for example; cooking skills.

We also visited the homes of some supported people to observe the care and support they received in their own environments. The feedback we received from people, staff and our observations about people's outcomes achieved with the support of the Action Group varied. Whilst some were actively involved in outcomes like voluntary work, education and community engagement, for others this was less so. This was also reflected in the support planning documents we sampled; some having clear goals they would like to achieve, others had none and lived each day with no real direction from the supported person as to what they would like to spend their time doing.

It was our assessment that this varied from staff team and that additional support from managers was needed to further develop people's outcomes to be more meaningful and tailored to people's individual wishes.

When we sampled people's files, the standard of support related documentation was mixed. Whilst we saw some really good practice captured and detailed for staff to follow including guidelines and risk assessments, this was not consistent across the service. Many of the files contained out of date or no longer relevant information. The service should ensure that there are clear guidelines for staff to follow to fully meet the care and support needs of people. This should include where appropriate the following:

- Personal care guidelines.
- Moving and handling information.
- Behavioural support protocols.
- Where people lack capacity, copies of incapacity certificates should be taken and kept up to date.
- Information relating to people's epilepsy and what support is required from staff.

(Please see recommendation 1).

People should be sure that their health needs are supported well. There was also a degree of misunderstanding from staff as to how often people's support plans and other relevant documentation should be reviewed. Current legislation details that the reviews should be undertaken on a six-monthly basis, or more often as and when agreed or changes to people's needs occur. (Please see recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider should ensure that people's care and support needs are reviewed on a six-monthly basis or as and when required to ensure needs are fully met.

This is to ensure the care and support is consistent with the Health and Social Care Standards which state: "My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices." (HSCS 1.15)

2. The service provider should ensure that staff have the necessary up to date information and resources appropriate to those they care for. This should include, but not limited to; personal care and support guidelines, moving and handling guidelines, assessed and agreed behavioural protocols, detailed epilepsy guidelines and up to date information about people's capacity (valid incapacity certificates).

This is to ensure the care and support is consistent with the Health and Social Care Standards which state: "I experience high quality care and support because people (staff) have the necessary information and resources". (HSCS 4.27).

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff morale was generally positive and felt supported by their line manager. Annual appraisals were being held and this supported staff to identify their core strengths and any areas for improvement and development, including training.

The Action Group was aware of its obligations to ensure all of the workforce were registered with the Scottish Social Services Council (SSSC) within the timescales required and appropriate support was being provided.

The frequency of staff support and supervision has been highlighted at our previous inspections and although some said that they did receive regular meetings with their manager, again this was not consistent across all staff. When we spoke with the manager about this, there was recognition from the care provider that support, and supervision can take many forms and is not always held in face to face meetings but perhaps via telephone or even group supervision. The manager has recognised that this needs to be explored more and recorded better.

Also, at our last inspection, we commented about the gaps in staff training, to fully meet the needs of people. Unfortunately gaps in training continue to be present for existing staff and this has the potential to negatively impact on the outcomes for people and places people at risk. This was especially the case for the following areas:

- General staff induction.
- Moving and handling people safely.
- Administering medication.
- Epilepsy awareness.
- Awareness in stress and distress, including challenging behaviour.

We learnt of one supported person having a seizure and staff were not too sure how to respond. Another incident involved challenging behaviour towards staff and staff had not been fully trained to keep themselves and others safe.

The service must at all times have suitably qualified and competent persons working in the care service and have received training appropriate to the work they perform to meet people's care and support needs. (Please see requirement 1).

Requirements

Number of requirements: 1

1. In order to ensure people's care and support needs are continuously met as agreed, the service provider must at all times have suitably qualified and competent persons working in the care service and have received training appropriate to the work they are to perform by 31st August 2019.

This is to ensure the care and support is consistent with the Health and Social Care Standards, which state: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes". (HSCS 3.14) and in order to comply with the Regulation 15 (Staffing) of the Social Care and Social Work Improvement Scotland (Requirements for care services) Regulations 2011.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

Supported people, their relatives and staff said that the level of communication from the care provider had improved in recent months following some innovative work undertaken. Information was being made more accessible to people through different media platforms including podcasts, visual aids, email and social media. In many cases supported people were involved in the development and management of this, especially social media and mini training videos for staff.

The service was also promoting well the use of 'Talking Mats'; a recognised tool used to support people who are non-verbal. We saw evidence of how staff supported people to make informed choices and provide feedback to us about how they felt about using the service.

Since our last inspection, the service provider has appointed a health and safety officer to oversee all of the accident and incident records. We saw good evidence of any patterns or trends emerging and was working closely with managers to address any concerns.

The service should have a culture of continuous improvement with robust quality assurance processes. Although we saw good systems in place including various audits, this did not extend to the same degree for the standard of support files belonging to people. Whilst we are aware that there had been a focus on this area a few years ago, this needs to be revisited to ensure the quality we would expect to see is consistent across the service. The manager has acknowledged this and is exploring options to enhance this area of quality assurance. (Please see recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service provider should ensure that robust quality assurance processes are in place to reach a good standard of documentation contained within the support files belonging to people and that this is consistent across the service. That it reflects their support needs, wishes and choices.

This is to ensure the care and support is consistent with the Health and Social Care Standards which state. "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19).

Grade: 4 - 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.

Enforcement

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

Inspection and grading history

Date	Type	Gradings
14 Mar 2018	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
8 Feb 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
29 Jan 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 5 - Very good
19 Dec 2014	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
20 Dec 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
21 Nov 2012	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
23 Dec 2011	Unannounced	Care and support 4 - Good Environment Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	Not assessed 4 - Good
6 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
22 Jun 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 5 - Very good
28 Aug 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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