

# Home Farm Housing Support Service

## Housing Support Service

Home Farm Road  
Portree  
IV51 9LX

Telephone: 01478 613232

**Type of inspection:**

Unannounced

**Completed on:**

24 January 2020

**Service provided by:**

HC-One Limited

**Service provider number:**

SP2011011682

**Service no:**

CS2011300731

## About the service

The service registered with the Care Inspectorate on 31 October 2011. The provider is HC-One Limited.

Home Farm Support service is registered to provide a support service to a maximum of 2 older people or adults with learning disabilities or mental health problems or physical and sensory impairments and to people living in their own homes (care at home).

Home Farm Housing Support service is registered to provide a housing support service to people living in the wider community.

The service is provided to a small number of people in Portree on the Isle of Skye.

The philosophy of the providers HC-One is that 'HC-One stands for health and care which is what we do, and one symbolises how we do it. At HC-One we focus on the individual striving to provide the best and kindest care to the one who matters.'

## What people told us

We sent out six care standard questionnaires to people who used the Housing Support service. We received back two completed. We asked the manager to let people who received support from the housing support service that the inspection and invited them to take part in the inspection and share their views. We were able to visit and speak with two people who used the service. We spoke with one person who was using the support service at Home Farm where they attended one day a week.

Overall people were happy with the service they received. People spoke highly of the person who provided the housing support service.

Views of people using the service have been included within the report.

During the inspection there were six people were receiving support from the Housing Support service, one person was attending the support service (not care at home) and the service was not currently providing a care at home service to people.

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. There was not a specific improvement plan in place for the Housing support service or Support services.

## From this inspection we graded this service as:

Quality of care and support	4 – Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	3 – Adequate

## What the service does well

People should be able to build a trusting relationship with the person supporting them and caring for them in a way they both feel comfortable with. A very small number of people received support from the Housing support service. People we spoke with valued the support they received, found the service reliable and spoke highly of their support worker. People were supported well by the housing support worker, which included support with life skills and promoting and building relationships that contributed to the person being supported in a way that was meaningful to them. One person told us their support was hugely beneficial to both their physical and psychological needs. Overall, people were happy with the quality of the service they received and the staff providing the service. There was one person who attended the support service, and this was once a week. This service operated from the care home once a week and was overseen by the manager and provided by the care staff within the care home. They found the time the spent at the support service beneficial and had formed friendships which they enjoyed.

People's care and support should meet their needs and be right for them. They should be fully involved in assessing their needs at an early stage, regularly and when their needs change. People receiving support from either the support services had a support plan in place which they had been involved with developing and reviewing. **(See Areas for improvement)** The housing support worker worked closely with other professionals involved with the people's support, where needed, to promote people's wellbeing and ensure the right support was in place.

People should be supported by staff they know so that they experience consistency and continuity. Most of the time the Housing support service was provided by one Housing support worker who knew people's needs well. They had built good relationships and communications with the people they supported. They were very committed to providing support that made a real difference to people's lives.

## What the service could do better

People should be involved in reviewing their personal plan. The manager told us they planned to carry out reviews of people's support at least annually. The support plans and review records we sampled showed that reviews had not been carried out regularly with people receiving the service. The manager was aware of the reviews that needed to be carried out and planned to arrange these with people. In addition to the person receiving support, it would be beneficial for the management to also involve housing support worker with the reviews as they provided most of the support and knew people extremely well.

People should be able to make informed choices and decisions about the risks they take in their daily life and encouraged to take positive risks which enhance the quality of their life. The service had risk assessments in place that related to staff, however needed to ensure that individual risk assessments were undertaken for those people receiving support who needed them, to ensure any intervention that the experience as part of their support is safe and effective and to protect their wellbeing needs. **(See Area for Improvement 1)**

People should benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. Although the support services were small, there was a lack of quality assurance or self-evaluation arrangements in place. The provider and manager should have suitable arrangements in place to ensure they monitor the overall quality of the service people were receiving, that suitable staffing and management arrangements are in place and to look at ways the service could be improved for people receiving support. **(See Area for Improvement 2)**

People should experience stability in their care and support from people who know their needs, choices and wishes, even if there are changes in the service or organisation. The Housing support was provided the majority of the time by one housing support worker who was registered with the Scottish Social Services Council (SSSC). The provider needs to ensure suitable contingency arrangements are in place to ensure people can continue to receive their support if and when this member of staff is not available. The provider needs to ensure that all staff involved in providing the housing support service are appropriately inducted, trained and competent. **(See Area for improvement 3)**

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 3

1. The provider should ensure the levels of risk for people using the service are assessed, regularly reviewed and formally documented as part of the support they receive.

**This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that, 'I make informed choices and decisions about the risks I take in my daily life and am encouraged to take positive risks which enhance the quality of my life.' (HSCS 2.24)**

2. The provider should ensure they have suitable quality assurance arrangements in place and use these to assess what they are doing well to ensure good experiences for people receiving support and how they can make improvements to the way the service is provided. These arrangements should involve the people who receive support, staff and other relevant parties.

**This is in order to ensure that 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)**

3. The provider review the current management staffing arrangements and make sure suitable arrangements are in place to ensure the skill mix, numbers and deployment of staff meets the needs of people receiving support. This should include appropriate contingency arrangements when staff providing the housing support and, or, the support service are on leave or there are changes in the service provision. The provider needs to ensure that all staff involved in providing the housing support service are appropriately inducted, trained and competent.

**This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that, 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14)**

## 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).

## 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 was to ensure that they assess the levels of risk for people using the service and that appropriate risk assessments were put into place and regularly reviewed. This was to ensure that the safety of people using the service was taken into account and formally documented.

**National Care Standards, Housing Support Services: Standard 3 - Management and staffing arrangements and Standard 4 - Housing support planning.**

**This recommendation was made on 6 December 2018.**

#### Action taken on previous recommendation

Action remained to be taken to make this improvement. Please refer to main section of this report.

#### Recommendation 2

The provider should ensure that they further develop effective and measurable systems, by which they could assure themselves that they were assessing, reviewing and improving the overall provision of the service. They were to involve people who used the service as part of this work. This was to ensure that there were continued and positive outcomes for people who use the service and their relatives. Action plans were to be developed and shared to evidence how improvements had been, or were being fully addressed.

This is in order to ensure that 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 6 December 2018.

## Action taken on previous recommendation

Action remained to be taken to make this improvement. Please refer to main section of this report.

## Inspection and grading history

Date	Type	Gradings
6 Dec 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
8 Dec 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
24 Nov 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
15 Dec 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
4 Jul 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
25 Jun 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
29 Jun 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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