

Inspire Great Northern Road & Hopetoun Housing Support Service

488A Great Northern Road
Aberdeen
AB24 2BH

Telephone: 01224 524559

Type of inspection:

Unannounced

Completed on:

12 December 2019

Service provided by:

Inspire (Partnership Through Life) Ltd

Service provider number:

SP2003000031

Service no:

CS2013321970

About the service

Inspire Great Northern Road & Hopetoun was registered with Care Inspectorate on 28 March 2014. The service provides care and support for people who live in their own homes. Care packages vary in size up to 24 hours per day. At the time of the inspection, the service was supporting seven people.

Staff supported people with a variety of care at home and housing support activities; being part of the community, making decisions about their lives, paying bills, attending appointments, employment and daily activities.

As part of their vision Inspire says that they aim to support 'enabling lifestyles that balance opportunity and risk.'

What people told us

Due to the communication needs, we were unable to obtain verbal feedback. However, we were able to observe and listen to the staff's interaction during activities that took place. It was clear that the supported people and staff knew each other well and had formed positive relationships leading to interactions appearing relaxed and respectful.

During the inspection we visited two people in their own homes while staff were delivering their support.

We also sent out questions to families and supported people. Some of the comments received were as follows:

"I am very happy with Inspire, staff are good at their job and very friendly and helpful."

"The service should consider the overall health of individuals such as diet." (this has been reflected in the body of the report)

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	4 - Good
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	not assessed

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

People were experiencing very good support from the service. Which was person centred and involved people and their guardians in the decisions about their care delivery. Throughout our inspection, we saw that the experiences and outcomes for people were of high quality.

People were supported to try new experiences. For example, people were supported to carry out hobbies and activities that they enjoyed. One person had recently started to enjoy swimming and bowling regularly. This had had a positive impact on their confidence and they were now forming friendships and engaging positively with others.

Staff were responsive to requests from people and were seen to be keen to make sure that people were comfortable and well. During our inspection, there were very good interactions between supported people and staff. We saw that people were encouraged and looked well cared for and experienced warm, gentle and compassionate care. People were supported to manage their friendships with and family relationships. This ensured people experienced meaningful relationships, allowing people to feel safe and included both in their homes and in their local community.

Care and support were delivered in a way that was right for the person and encouraged people to be engaged. It was clear to us that staff knew triggers that caused people stress and distress and were effective in the way they supported them to avoid these. We saw staff use distraction techniques when people's mood was heightened. This enabled them to regain control over their emotions and engage positively in an activity.

We felt that people had confidence in the staff which enabled them to feel safe and maintain their independence within their own home, because staff knew people well they were aware of what motivated them and their limitations. They used this information to help plan their day which meant that it was tailored specifically to their needs. Some people were involved in shopping and cooking and others preferred household tasks. Staff told us that this also helped people stay happy and less anxious and contributed positively to maintaining a good level of physical and mental wellbeing.

The service had worked hard to help people get the most out of life and people felt included in the community. Staff talked positively about Inspire's social community and how they have been welcomed into events. One supported person had recently gone on a successful journey out of the city which took careful planning and organising. This contributed to them being engaged in their support and helped them develop the confidence to try new activities.

People were encouraged and supported to live healthier lives. The service had made considerable progress in helping people make choices to support a healthier lifestyle. It was encouraging to see how one person had been supported to substitute convenience foods with more healthy options, including snacks in the evening. This was beginning to have a positive impact on their wellbeing including a better sleep pattern.

Although we were confident staff knew the people's need, some of the support plan did not contain enough detail to support continuity in the support provided. Particularly when the service was still using agency. We found that consultation with professionals and guardians were not always fully detailed in the support plan. It is important that the service fully implements powers and risk assessments in line with the Adults with Incapacity (Scotland) Act 2000. This is because the views of those who know my wishes are taken account of when people have reduced capacity to make them for themselves.

How good is our leadership?

4 - Good

This service was supported by good management who had a continuous culture of improvement.

People should expect to know who provides their care and support on a day-to-day basis. Supported people knew who would be coming to support them, when there was a change in their regular carers people were informed in advance. This contributed to people's anxieties being reduced and they felt safe and secure.

The service had taken positive action to ensure staff had the skills, knowledge and confidence to work with people with complex needs. Staff had time to reflect on their practice in a one to one meeting and team meetings with their line manager. Staff told us that they appreciated feedback on the work that they carried out. This meant they had a positive influence on the development of the staff team and service delivery.

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There had been a period of change and unsettlement within the staff team. Changes in the management team would hope to bring some stability to supporting staff and ensure there is a balance of support for improving the delivery of the service and to ensure they have an overview of the service delivery. As a result, the vision for the next year had been placed on quality improvement, to help improve standards across the service.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

This key question was not assessed.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good

How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

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