

Enable Scotland (Leading the Way) - Ayrshire Support Service

Unit 1
Busby Business Centre
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Telephone: 01563546460

Type of inspection:

Unannounced

Completed on:

7 February 2020

Service provided by:

Enable Scotland (Leading the Way)

Service provider number:

SP2003002584

Service no:

CS2004079756

About the service

Enable Scotland (Leading the way) - Ayrshire was previously registered as a combined care at home and housing support service run by Enable Scotland operating from a single office location in Kilmarnock. This service now has two separate registrations (one for housing support and one for care at home). This report is for the care at home service.

At the time of the inspection the service was supporting 112 individuals.

The service aims to "work with our customers to create personalised services that reflect our values and enable customers to achieve their goals."

The service supports people with a range of support needs to live in their own homes, be part of the community and lead fulfilling lives. Support provided can range from a few hours a week to 24 hour care.

What people told us

During this inspection we sought the views of five people who use the service within a focus group setting. We also gathered the views of seven people who use the service and six relatives. Lastly we took into consideration the feedback within the five questionnaires that were returned to the Care Inspectorate. Comments included:

"Overall, I am very happy."

"I like my staff, they are good to me."

"I have a good life with Enable."

One person said they live on their own and receive support that is of a high standard and meets all of their needs.

Another person stated that it would be helpful if staff received training on budgeting money.

Overall, everyone we spoke to was very happy with the service they received from Enable.

Self assessment

The service was not asked to complete a self-assessment in advance of the inspection.

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

What the service does well

Enable Scotland supported many people to achieve some very good outcomes that improved their independence and wellbeing. We spoke with several people who had developed new skills and positive life experiences as a

result of the person-led support they received. For example, a person using the service was now able to complete many household tasks by themselves, enhancing their skills and confidence. Another person explained that they had moved to a new house, becoming more independent, which had been a long-standing personal goal. These demonstrated the service's person-led and outcome-focused culture.

Staff retention had improved since our last inspection. People told us they had consistent staff teams providing their support. This meant they had familiar workers that knew them well, making support more comfortable and meaningful. A person explained that they enjoyed spending time with their team, and they had made a "big difference" to their life. This positive feedback about staff was shared by many other people we spoke to.

Since the previous inspection we found the management team had worked in partnership with service users, relatives and staff to collect and collate important information. This was used to create person centred care plans which included risk assessments, health information and goal planning. This meant that people had plans that set out their needs, wishes and choices helping staff to work with them in a person led way.

Staff told us the management team had implemented regular supervision since the previous inspection. Most staff liked the new format and felt that it benefitted them. We sampled supervision and found that it encouraged staff to reflect on their practice and could be completed at a time chosen by the staff member. Staff did not feel rushed and felt they could think about their practice in an environment that was meaningful to them. People benefit from a culture of continuous improvement where staff are supported well.

The onsite training co-ordinator provided us with information on various training methods and subjects that Enable could offer their staff. This included a robust induction with new starts being able to shadow for as long as they felt they required this. Staff explained that a new classroom-based medication training had been rolled out. They had found this invaluable and had noted improvements in their own practice. People benefit from having well trained and competent staff.

The management team had worked on implementing robust quality assurance systems as recommended in the previous inspection. We noted the systems worked well and were being used effectively. This meant people were supported by an organisation that was led and managed well.

What the service could do better

The service was performing at a high standard and we did not identify any significant issues during our inspection. However, we did share some ideas which could further improve practice.

Every person receiving support had a care plan that detailed their needs. These were comprehensive and person-centred plans that highlighted people's needs, interests and strengths well. They could be even better by being more accessible and diverse. For example, some people would benefit from having video clips, pictures and visual aids. This would not only improve people's understanding of their plans, but also give them meaningful involvement and a level of ownership.

Similarly, in review meetings, introducing more creative and diverse ways to involve people would further improve practice. The use of digital media and visual and audio aids could help people express their views and be even more involved in setting and measuring their personal outcomes.

Staff told us that they felt well supported and had high quality training. We encouraged the service to continue to be innovative in learning and development. For example, some staff may benefit from becoming champions - specialists in a particular area who share their knowledge with the team. Peer lead groups can be an effective

way of improving staff confidence and skills. And having people who use services at training, helping to design and even deliver content, can be an invaluable way to increase staff understanding and practice.

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

Recommendation 1

The manager should ensure that support plan documents and assessments reflect the current needs of the individual and provide staff with appropriate guidance on how to best support them and manage any risks presented.

This includes any health needs which should be clearly documented and links made to other relevant documents

for example risk assessments, specialist assessments and protocols/guidelines for support.

This is to ensure that care and support is consistent with the national health and social care standards which state that:

My personal plan (sometimes referred to as a care 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)

This recommendation was made on 6 November 2018.

Action taken on previous recommendation

This recommendation was met. The service has improved care planning and has made clear links within the documentation for each relevant section.

Recommendation 2

The manager should ensure that medication systems and processes reflect current best practice guidance and legislation. This includes having assessments of support required and ensuring documents such as section 47's (to give consent to administer medication where people lack capacity) are kept up to date.

This is to ensure that care and support is consistent with the national health and social care standards which state that:

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 (3.14)

And

Any treatment or intervention that I experience is safe and effective.

This recommendation was made on 6 November 2018.

Action taken on previous recommendation

This recommendation was met. All staff have received training for the safe practice of medication in a care at home setting. This included the implementation of MARS correctly within each individual service as required. Staff also stated they felt that the training had been excellent and it had improved their medication practice.

Recommendation 3

To support the personal and professional development of staff, the manager should ensure that supervision and appraisals are undertaken as per the organisations policy.

This includes formal and informal support and supervision during the induction/probation period. The manager should also ensure that the quality and content of these is consistent and evidences discussion of relevant areas including the planning and reviewing of actions to be taken forward.

This is to ensure that care and support is consistent with the national health and social care standards which state that:

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 (3.14)

This recommendation was made on 6 November 2018.

Action taken on previous recommendation

This recommendation was met. Staff had received supervision at the time of the inspection. The management team are trialling a new format in which the supervision notes are completed by the staff member in advance of the meeting. Some staff advised that they liked the new format and the fact they got to do it beforehand. Staff had formal induction periods and paperwork that was completed during this time. Induction periods could be extended if required. Evidence of this was provided at inspection. Staff informed us that this was in place.

Recommendation 4

Staff performance systems including supervision, team meetings, appraisal and direct observation of practice should be conducted and sustained in line with the organisation's procedures and good practice expectations to ensure staff are supported to discuss and develop their role and ensure their competency to carry it out.

This is to ensure that care and support is consistent with the national health and social care standards which state that:

I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11)
And

I use a service and organisation that are well led and managed. (HSCS 4.23)

This recommendation was made on 6 November 2018.

Action taken on previous recommendation

This recommendation was met. All of the above are now in place. Although in its infancy. Management are introducing a system in which this will be monitored and maintained. Organisational procedures and policies being followed.

Recommendation 5

To support the continuous improvement of the service and that robust quality assurance processes are in place, the manager should ensure that there is further development of audit documents to formalise them across all areas, ensuring that standards/expectations are clearly identified.

This is to ensure that care and support is consistent with the national 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 November 2018.

Action taken on previous recommendation

This recommendation was met. Quality assurance systems have been introduced and are being used effectively.

Inspection and grading history

Date	Type	Gradings
6 Nov 2018	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 4 - Good 4 - Good
21 Dec 2017	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 3 - Adequate
13 Jan 2017	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 3 - Adequate
5 Feb 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 5 - Very good
11 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
26 Mar 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
14 Mar 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
16 Feb 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
17 Nov 2010	Announced	Care and support	4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 4 - Good Not assessed
2 Jul 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good

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