Specialist Resource Solutions Ltd
Housing Support Service

Demouth Business Centre
South Esplanade East
Aberdeen
AB11 9PB

Telephone: 01224 467897

Type of inspection: Unannounced

Completed on: 29 January 2020

Service provided by: Specialist Resource Solutions Ltd
Service provider number: SP2015012508

Service no: CS2015338085
About the service

Specialist Resource Solutions Ltd provides a service to adults in their own homes across Aberdeen City and Shire. It offers a range of support services designed to deliver a “bespoke” service tailored around individuals’ needs. The service aims to support people to “live enriched, meaningful, and fulfilled” lives.

This service has been registered since 17 July 2015.

What people told us

People’s feedback about the service was mostly positive. Five people supported completed Care Standards Questionnaires (CSQs) prior to our visit and during our inspection we spoke to a number of people who used the service, their carers, and representatives. Overall, people were happy with the support but felt communication from the wider organisation could be better. Comments included:

- “My son enjoys his support.”
- “He looks forward to support.”
- “I’m really happy with staff.”
- “Happy with the support.”
- “It’s the best I have had.”
- “The care is wonderful with some carers, some I am not so confident with.”
- “Not sure I would recommend, the previous care group was far superior.”
- “Those that run it need a bit of savvy.”

Self assessment

We did not request that providers (except childminders) complete a self assessment for the 2019/20 inspection year. Instead, we took the opportunity to discuss and assess the service’s progress using their development plan as part of their internal quality.

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>4 - 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>
Findings from the inspection

We found that the quality of care and support of the service was good. This was because there were a number of important strengths which, taken together, clearly outweighed areas for improvement.

Staff treated people with respect and were courteous when delivering support. People knew in advance which staff member would be supporting them from a small core team. This means that people were able to form positive relationships with staff and they benefited from warm and compassionate care.

We were able to establish that people were supported to maintain and develop their interests through activities they chose. One person we spoke to told us that she enjoyed researching her family history and having the support of staff made it possible for her to visit the family history society and the library where she was able to explore this passion further. Where people had found it challenging to engage in activities, the service had provided opportunities, such as the allotment project. This contributed positively to people having a sense of worth and engagement with life.

We found that each person had a support plan. However, these did not always give clear direction about how to deliver people’s care and support along with personal interests and preferences. We found that plans were not always reviewed to reflect the current needs of people. One person told us that she didn’t require the same level of support due to changes that had been made in her home environment. However, not all staff were aware of this as her support plan had not been updated. This meant that the staff didn’t always know the level of support the person required which resulted in inconsistent care. The service should involve people in reviewing their support to help ensure that people get the right support at the right time.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We found that the management and leadership of the service was good. This was because there were a number of important strengths which, taken together, clearly outweigh areas for improvement.
The senior staff demonstrated enthusiasm for continuous improvement and the service had recently had a successful external quality accreditation review. Many systems were amid a period of transition which, when completed, will allow the service to benefit from a more streamlined approach. This included areas such as recruitment, support planning, and quality assurance. This means that leaders have a clear understanding about what needs to improve in order to meet the needs and wishes of people supported.

The service had made efforts to engage with people supported and their families by holding a summer event and the production of a newsletter. The service had identified that the event did not attract the level of interest as had hoped and were looking at other ways in which they could facilitate this.

We were able to see effective communication between senior leaders, although this wasn’t always the experience of others outwith the senior team. Some people we spoke with felt that their views had not been taken onboard and listened to. For example, one person told us that they had suggested a person they supported would benefit from an alternative structure to their support hours. When this didn’t happen they received no feedback so couldn’t be sure that this had been considered. The service is encouraged to review its communication methods to ensure a team approach, encouraging contributions from staff, people supported, and their representatives.

We found that staff underwent a variety of training courses to support them in their roles. However, we thought additional specific training around people’s healthcare and physical needs would be beneficial. This would allow staff to have a better understanding of people’s needs and, in turn, deliver support that meets these needs. Alongside this, opportunities for staff to reflect on the impact training will have on their practice following completion of training would help to embed a culture of continuous learning and reflective practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>13 Feb 2019</td>
<td>Unannounced</td>
<td>Care and support 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment Not assessed</td>
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<tr>
<td></td>
<td></td>
<td>Staffing Not assessed</td>
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<tr>
<td></td>
<td></td>
<td>Management and leadership 5 - Very good</td>
</tr>
<tr>
<td>2 Nov 2017</td>
<td>Unannounced</td>
<td>Care and support 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment Not assessed</td>
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<tr>
<td></td>
<td></td>
<td>Management and leadership Not assessed</td>
</tr>
<tr>
<td>16 Nov 2016</td>
<td>Unannounced</td>
<td>Care and support 5 - Very good</td>
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<tr>
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<td>Environment Not assessed</td>
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