

Affinity Trust South Ayrshire Service Housing Support Service

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Type of inspection:
Unannounced

Completed on:
31 March 2022

Service provided by:
Affinity Trust

Service provider number:
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Service no:
CS2011280326

About the service

Affinity Trust South Ayrshire is registered to provide a combined housing support and care at home to adults. This includes support to young adults in transition, adults with learning disabilities and older adults living in their own homes.

The service operates from offices in both Ayr and Irvine town centres. The organisation's head office is in Oxfordshire. The aim of the Ayrshire service is to enable people with learning disabilities to achieve active and fulfilling lives, gain increased independence and achieve equal rights as citizens.

The staff provide tailored support to meet individual assessed needs by working in small teams and on a one-to-one basis. Packages of support hours vary from a few hours per week to 24 hours per day to enable people to live independently in their own homes.

At the time of the inspection, there were 29 people being supported by the service.

This was a focused follow up inspection, to evaluate how the service had responded to requirements made at the previous inspection during the Covid-19 pandemic.

This inspection was carried out by inspectors from the Care Inspectorate.

What people told us

We did not seek the views of people using the service or carers during this follow up inspection. Please see report from 14 December 2021, detailing views sought at the initial inspection.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 15 February 2022, the provider must ensure that the training provided and systems in place to assess and monitor staff competency, regarding infection prevention and control practice are in line with Health Protection Scotland guidance "COVID-19: Information and Guidance for Social, Community and Residential Care Settings" Version 1.8. This includes, but is not limited to, the use of personal protective equipment (PPE). To demonstrate this, you must:

- a) Review the current training provided to staff to ensure that they are receiving the correct information relating to the service provision.
- b) Keep accurate records of all training completed to evidence that staff have the required skills, knowledge and qualifications.

c) Monitor staff competence through training, supervision, and direct observations of staff practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that, "I have confidence in people because they are trained, competent and skilled, and able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14); "I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27) and to comply with Regulations 4(1)(a) and 15(b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 14 December 2021.

Action taken on previous requirement

We carried out a follow up inspection on 31 March 2022. At this visit, we found a number of improvements had been made.

The service has revamped their overview of training. This provided clear information in relation to training completed, gaps and upcoming bookings. There was a plan of how gaps would be met, with a combination of online and face to face training. Additional training has been sourced in relation to specific needs of individual people supported.

Almost all of the team have now undertaken infection control training, including PPE donning and doffing, as well as completing a Covid-19 knowledge assessment. Staff currently being inducted to the service, will complete this training prior to supporting people. Senior staff are carrying out observations of practice to ensure guidance is being followed.

Supervision is now incorporating discussions regarding safe infection control practices. Where training needs were identified, we are able to see that actions were taken to rectify this.

Met - outwith timescales

Requirement 2

By 15 February 2022, the provider must ensure that the service is well led and has effective oversight and monitoring tools for all aspects of care and support. Quality assurance systems should help identify areas and evidence that areas have been acted upon to promote positive outcomes for people supported by the service.

This should include staff professional registrations, such as Scottish Social Services Council (SSSC). In order to achieve this the provider must at a minimum, ensure:

- a) The auditing systems effectively enable areas for improvement to be promptly and accurately identified.
- b) The outcomes as a result of any audit are clearly recorded.
- c) Where areas for improvement are identified an action plan is developed detailing timescales and the person responsible.
- d) Subsequent action plans are reviewed and updated to completion.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19); "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 to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 14 December 2021.

Action taken on previous requirement

The service has developed more effective monitoring of key information, and we were able to track actions taken in response to gaps identified. This included following up on training not being undertaken as required.

Audits to monitor quality, are being carried out regularly, with action plans being created and followed through. There were examples of health and safety issues being identified and the required action being put in place to minimise risk.

The service has developed an evaluation of training, for staff to complete. This gives managers the opportunity to oversee how effective the learning has been and how training will be put into practice.

Met - outwith timescales

Complaints

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

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