

Threshold Edinburgh Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
22 June 2022

Service provided by:
Church of Scotland Trading as
Crossreach

Service provider number:
SP2004005785

Service no:
CS2008187003

About the service

Threshold Edinburgh is a combined housing support and care at home service managed by Crossreach, a national charity and support provider. The service has been registered with the Care Inspectorate since 1 April 2011. The service offers person led support to adults with a range of support needs living in their own homes, in communities in Edinburgh and the Lothians. Crossreach provides similar services across Scotland from its headquarters in Edinburgh.

Crossreach's mission statement states:

"In Christ's name we seek to support people to achieve the highest quality of life which they are capable of achieving at any given time".

At the time of inspection, there were 17 people supported by the service.

About the inspection

This was a full inspection which took place on 16 and 17 June 2022. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included:

- previous inspection findings
- registration information
- information submitted by the service
- intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with three people using the service and three of their family members
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People were treated with dignity, compassion and respect.
- People had a consistent staff team that were well trained and knew them well.
- People were supported to have a varied and interesting lifestyle according to their wishes and aspirations.
- The service was in the process of adopting a Positive Behaviour Support model which, once fully implemented, will further improve people's outcomes and quality of life.
- People could rely on a management team who were approachable and understanding.
- The service was well led.

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?	4 - Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good

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

How well do we support people's wellbeing?

4 - Good

We made an evaluation of good for this key question. There are a number of important strengths which, taken together, clearly outweigh areas for improvement. The strengths have a significant positive impact on people's experiences and outcomes. However further improvement would maximise wellbeing and ensure people consistently have experiences and outcomes which are as positive as possible.

Staff knew people well, their likes/dislikes and preferences. We observed warm, encouraging, positive relationships between people receiving support and their staff. Two people and their families told us that they enjoyed spending time with their staff and having a good laugh. One family member we spoke to told us that they felt very lucky to have Threshold Edinburgh support their relative and couldn't fault the service. This meant that people were respected and treated with dignity as an individual.

People's aspirations and development wishes were at the heart of the support provided by the service. One family member told us that their relative had started to use some verbal communication that they previously couldn't do and this was as a result of the positive support they received from the service. One person used their support to further their employment and education opportunities. Others were supported to try new things and develop their interests in the community and further afield. This meant that people got the most out of life because the people and organisation had an enabling attitude and believed in people's potential.

People had the opportunity to be involved in a wide range of group and individual activities suited to their wishes and aspirations. The service worked in partnership with other support providers to create new and varied opportunities based on people's feedback. Some opportunities included, learning to cook, growing fruits and vegetables in a community allotment, time with animals, music groups, community involvement and arts and crafts. People described holidays they'd been on with staff, including a cruise, a theme park visit and a trip to America, all of which had been people's personal hopes and dreams to achieve. This meant that people could choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors.

People's health and wellbeing benefitted from their care and support. The service used a number of different health monitoring tools relevant to people's needs. Medication administration was well managed and recorded. Support with finances was also well managed and recorded. There was a clear record of any accidents or incidents that had occurred including lessons learned and actions taken, although the provider should ensure all sections of the records were consistently completed, for example body maps. This is to ensure any treatment or intervention a person experiences is safe and effective.

The care plans are an area where the provider should make improvements. We found the care plans to be quite task orientated and the focus was on people's needs rather than their aspirations or outcomes. Whilst outcomes were listed, they were vague and difficult to assess if they had been met or not. Written daily reports were quite task orientated and lacked detail of the person's experience of the support provided. People's communication preferences were noted but lacked detail. There seemed to be a lack of understanding of why a person may behave in the way they do, which limited staff's ability to proactively support a person's skill development and resultant improvement to their quality of life. The service is in the process of introducing a new care plan template based on the principles of positive behaviour support. The new care plan will significantly improve the areas identified above. Once fully implemented, people will be reassured that their care plans are right for them as they will more clearly set out how their needs, wishes and choices will be met.

People's health and wellbeing benefitted from safe infection prevention and control practices and procedures. Staff had access to plentiful supplies of Personal Protective Equipment (PPE) including hand sanitiser, face masks, aprons and gloves. We observed staff using PPE appropriately and effectively. Family members confirmed they were satisfied with the infection prevention and control measures the service and staff used. The service had cleaning schedules and charts in place that were regularly monitored and audited. The infection control policy included detail from the National Infection Prevention and Control Manual, including information for staff on Standard Infection Control Precautions. Whilst the policy does mention Covid-19, there should be a dedicated Covid-19 section, referencing current guidance and including any details of enhanced precautions if an outbreak occurs. The manager was actively working with the Care Inspectorate to make the improvements. We were satisfied that the service had significant strengths in their management of infection prevention and control. This meant that any treatment or intervention that people experienced was safe and effective.

How good is our leadership?

5 - Very Good

We evaluated this key question as very good. There are major strengths in supporting positive outcomes for people. There are very few areas for improvement. Those that do exist have minimal adverse impact on people's experiences and outcomes.

The management team regularly undertook numerous quality assurance audits throughout the service. These audits checked that health charts, medication and finance records and many other vital monitoring tools were complete, accurate and fit for purpose. Managers used the audits to spot errors or improvements that will guide staff development, whilst ensuring compliance with local policies and procedures, best practice guidance and legislation. Managers used this information to inform their self-evaluation and development plan. The plan considered the Health and Social Care Standards, legislation and best practice across all areas of service provision. The service had identified areas of strength and areas for improvement, with a corresponding action plan. There was evidence that some identified areas for improvement had already been progressed. This meant that people benefitted from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

The management team have worked hard to maintain good communication throughout the pandemic and beyond. People and their families told us that they received detailed, regular communications regarding changing guidelines or changes in service provision. We were also told that the service is very good at keeping families informed of any changes in people's health and wellbeing, where appropriate. This meant that people receive the right information at the right time.

People's views were sought regularly through a 'service user forum' and the service employed creative solutions to ensure these continued during the pandemic. People told us they enjoyed the forums and felt their views were listened to and felt part of developing the service. Family members we spoke to confirmed this and said that their views were sought through reviews and relatives' meetings. Before the pandemic, relatives' meetings were more regular and in person. People were looking forward to these meetings being reintroduced. Formal consultations with people's families was a theme in a previous inspection, however we recognise that progress has been hampered due to the pandemic. Management confirmed they were planning on reintroducing formal relatives' consultation meetings. The management approach to consultation is very good and ensures that people are encouraged to have meaningful involvement in the improvement and development of the service, based on their own experiences and wishes, in the spirit of genuine partnership.

How good is our staff team?

5 - Very Good

We have evaluated this key question as very good. The service demonstrates major strengths in supporting positive outcomes for people. Any areas for improvement have a minimal adverse impact on people's experiences.

Staff had access to a wide variety of training opportunities. Staff spoke highly of the training on offer and the induction process for new staff. We saw the records of training staff have completed and there was a high level of compliance with mandatory courses and relevant refresher cycles. Where staff had identified further training needs or areas of interest, this was encouraged by management and accommodated. This meant that people could have confidence that staff were well trained.

Senior staff observed staff practice regularly to ensure competence in the support they provided. Where senior staff had identified practice that needed to be improved, there was evidence of training, supervision and competency assessment. We asked the provider to ensure the routine competency observations were also accurately recorded. Staff received regular supervision with their line manager and told us they found it very helpful to reflect on and develop their practice. The service did hold team meetings, but these were not as well-attended as they could be. The manager had already identified the need to increase the frequency and attendance at team meetings. Staff told us that the management team are approachable, supportive and help guide good practice. This meant that people could have confidence that staff were competent and skilled.

The service is committed to staff development. Staff were supported to achieve and maintain professional registration with the Scottish Social Services Council and gain a relevant qualification if needed. We saw investment in external training and supporting a senior worker to achieve a Positive Behaviour Support Diploma. Many staff had worked in the service for years and told us they were very happy in their role. This meant that people could have confidence that staff were supported to develop their knowledge, professionalism and skills to promote high quality support in a culture of continuous improvement.

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?	4 - 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 and wellbeing benefits from their care and support	4 - Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good

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