

Orkney Supported Living Housing Support Service

Enable Scotland
Unit 3 Kiln Corner
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Type of inspection:
Unannounced

Completed on:
20 October 2022

Service provided by:
Enable Scotland (Leading the Way)

Service provider number:
SP2003002584

Service no:
CS2011299399

About the service

Orkney Supported Living is a combined care at home and housing support service, providing support to adults with learning or physical disabilities. The provider of the service is Enable Scotland (Leading the Way), which is a voluntary organisation.

The service provides support where necessary with a range of supports on offer, to support with daily living and life. The services strives to ensure that each person they support within the service has the choice and control to lithe life they wish to live.

Enable Scotland (Leading the Way) sets out the following values:

Respect - we respect our customers and each other at all times.

Integrity - we are always honest and truthful.

Equality - we always treat everyone the same.

Ethics - we will always try to do the right thing.

Ambition - we always strive to improve the lives of customers and create the best environment for employees.

This service registered with the Care Inspectorate on 20 January 2012.

About the inspection

This was an unannounced inspection which began on Monday 24 October 2022. The inspection was carried out by one inspector 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 and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with people using the service and reviewed information from their family;
- spoke with several staff and management;
- observed practice and daily life; and
- reviewed documents.

Key messages

- People were supported by staff who knew them well.
- People's health and wellbeing needs were being met.
- People had support to keep active, and they were doing things they liked to do.
- Support was reviewed regularly to ensure it was right for the person.
- Managers and leaders had developed good quality assurance processes which helped to make improvements.

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?	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?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People's support was tailored to meet their preferences and substantial work went into planning people's support. People's preferences and needs were integral to the planning and delivery of support. Changes to people's support was assessed and planned for in a way which enabled positive risk taking. There had been reductions in some people's support because this was the right thing for them. The outcome of the reduction had been positive for them, which was reflected in their experiences and wellbeing.

People were able to lead the active life they wanted because they were supported by staff who believed in their potential and abilities. This meant there were lots of opportunities for people to be involved in their local communities, supported in a way which enabled them to take positive risks.

People's medication was well managed and was being documented appropriately. The service had undertaken a review of how they supported people to manage their finances. We found effective safeguards in place to ensure this was being managed safely.

People knew their staff well, and a matching process was in place to make sure the right staff were supporting them. The relationships people had, had been respectful, compassionate, and warm. Staff responded to people's needs sensitively and with dignity and this was evident during our inspection.

During the Covid-19 pandemic, leaders of the service had digitalised the records being used to record people's support. This had meant there was clear evidence of the support people were receiving. Health and wellbeing needs were being met and were recorded in detail.

Steps had been taken to support people to keep their home environments clean from an infection, prevention, and control perspective. Staff had enough information and guidance to minimise any risks of infection.

Overall, people's experiences of their support were positive; they knew their staff well, and staff understood what was important for them.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

There had been stability in the management within the service, and this was having a positive impact on the leadership within the service.

The Covid-19 pandemic had allowed the provider and service to develop the ways they record and access information in a comprehensive way. This had added many positive impacts to how managers and leaders were able to quality assure the service through routine audits. Staff recorded most of the service information using Microsoft Forms, and the information was stored within an appropriate computer file structure.

This meant the information was stored in an accessible place for those who had the authority to access, which meant they could support staff to make safe and effective decisions about people's care and support.

Leaders took the time to consider accident and incidents and there was appropriate follow up actions taken to minimise the reoccurrence or to identify the causes.

Audits took place across a range of different aspects within the service and these linked into the service improvement plan. The manager could develop ways to self-evaluate the service against the quality indicator framework, which would help to develop those improvement plans.

External professionals rated the management team positively, commenting there had been improvements on how everyone worked together for the people who lived in the care home.

Overall quality assurance was led well and performing to a very good standard.

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
1.4 People are getting the right service for them	5 - Very 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

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