

Cowdenbeath Housing Support Service

10 Sawers Close
Fife
Cowdenbeath
KY4 8FB

Telephone: 01383 512 548

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Announced (short notice)

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Service provided by:
Quarriers

Service provider number:
SP2003000264

Service no:
CS2013318217

About the service

Cowdenbeath is registered to provide a combined housing support and care at home service. Currently the service is supporting six people in their own tenancies across two localities.

The service is part of a national organisation providing community based care, support and housing for people with learning disabilities and others who require assistance to lead independent lives of their choice.

About the inspection

This was a short notice announced inspection which took place between 9 - 14 December 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 three people using the service and two of their families
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting a professional.

Key messages

- Supported people experienced high standards of care and support..
- People were supported with kindness and dignity.
- People were supported to keep in touch with people important to them.
- People were enjoying social and leisure opportunities. Some people had been on short breaks.
- Some medication protocols needed up be updated.

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
How good is our staff team?	5 - Very Good
How well is our care and support planned?	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 evaluated this key question as very good. There were significant strengths which impacted positively on outcomes for people.

People were supported by a stable and experienced staff team. There were sufficient staff to meet people's needs. Where agency staff were used they were mostly employed on a long term basis. This meant that staff and people living at the service knew each other well, and staff understood and were able to respond well to people's individual needs.

Relationships were caring and kind, staff demonstrated strong values in their support of people. We visited three people in their homes, it was evident to us that people were supported well. They told us about how they were assisted and this reflected the information about how best to support them in their personal plans.

People were encouraged to be as independent as possible. This included looking after their own homes, meal choices and preparation - menu planning, budgeting, shopping and cooking. This is important to maintain people's independence and self-esteem.

They were helped to maintain relationships with those important to them. People visited their neighbours and met with family and friends at home or in town. One person had recently hosted a Halloween party for her neighbours and prepared craft decorations for everyone to enjoy. People enjoyed getting together socially.

We spoke with three supported people and two of their relatives. Everyone commented very positively about the service. Comments included:

"Best caring and professional staff".

"She is settled and happy".

"Carers that are really supportive".

"I like living here".

"I get on well with people".

Some people had recently been on short breaks away supported by their staff team. This had been of positive benefit to them.

All people needed support with medication, whilst there had been a few errors in recent months this had been addressed appropriately and people were receiving their medication as prescribed. We noted that where medication was needed on an as required basis that there was not always clear protocols in place to guide staff. This is important to ensure that medication is given as intended by the prescriber.

(See area for improvement one)

Staff had received training on safe practices for infection prevention and control. They had received training in relation to handwashing and use of PPE, with direct observation of staff practice taking place. This helped to protect people during the pandemic and now.

Areas for improvement

1. To ensure a consistent approach to medication administration, detailed protocols outlining the circumstances in which as required medication should be given should be developed for all as required medication. This should include where appropriate other support strategies that may be appropriate before giving medication.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I experience high quality care and support based on relevant evidence, guidance and best practice'. (HSCS 4.11)

How good is our leadership?

5 - Very Good

We evaluated this key question as very good. There were significant strengths which impacted positively on outcomes for people.

Staff spoke well of the management team and confirmed they had a positive impact in the service. The management team were approachable and visible within the service and available to support staff when required.

They had a training plan and good oversight of training undertaken. This meant that staff had the skills to support people using the service.

We saw evidence that team meetings, supervision and group learning events had taken place. However, it could be difficult at times for staff to attend team meetings. Whilst adequate staffing levels were in place to deliver direct support, the service continued to recruit to allow staff opportunities to carry out their full role.

Staff had recently participated in a interactive and visual mapping process reflecting on the journey of the service since it opened in 2014 and identifying what worked well, action areas and were starting to plan how to further improve the service.

This map fed into a comprehensive service improvement plan. The plan identified areas for further improvement across areas including client and staff support, business improvement.

Families commented positively on the leadership of the service, they felt supported and informed about their relatives wellbeing. This helped to reassure them that their relative was well cared for.

We spoke with a social worker linked to the service. They expressed a high level of satisfaction with the service. They told us that the service were responsive to people's needs, paid close attention to detail and that they were very effective at communicating with them on behalf of people.

Communication within the service was also good. This allowed the staff team to share their views on the service and made staff feel valued. Families were regularly consulted about how their relative was supported. Comments included: 'We feel listened to, they are in regular contact', 'Yes they keep me up to date, no concerns'.

Quality audits had been completed, including audits of, accidents and incidents, assessments, and care plans. We could see that these informed action plans which helped to improve peoples' outcomes

How good is our staff team?

5 - Very Good

We evaluated this key question as very good. There were significant strengths which impacted positively on outcomes for people.

We considered safe recruitment practice, looking at whether the Provider recruited new staff in line with best practice guidance outlined in the Scottish Government's "Safer Recruitment Through Better Recruitment (2016)".

Staff commenced in post when all pre-employment checks had been concluded. This included interview, two satisfactory references and protection of vulnerable adult checks. Staff also were required to register with the Scottish Social Services Council within 6 months of employment. These steps all contributed to ensuring a safe staff team supporting people.

The provider had a wide range of training opportunities available to staff. These were both online and face to face. Staff were required to be fully trained in areas of care they were to support people with prior to working with them. Some training areas also included observations of practice, staff had to demonstrate competence.

Staff worked supernumerary until they were assessed as competent in the role. This is good practice and allows new workers and supported people to get to know each other.

The service had experienced shortages of staff over that last two years. The leadership team had worked hard to minimise the impact of this on people. The service had used agency staff when needed and requested consistent agency staff when needed. Recruitment continued to be a focus area and vacancies were now being filled.

How well is our care and support planned?

5 - Very Good

We evaluated this key question as very good. There were significant strengths which impacted positively on outcomes for people

Personal plans had clear information important areas of people's lives and they supported staff to provide a consistent, personalised approach.

People's likes/dislikes and preferences were clear throughout the plans. There were positive examples of people's support needs which directed staff to support people to achieve positive outcomes.

Examples of these included how best to communicate with an individual, and how best to support someone when they were stressed or distressed. Plans also contained good information about people's wishes and preferences. There was evidence that people were encouraged to fulfil these. This included people going on holidays and participating in activities that they enjoyed. People were gradually gaining confidence to get out and about in their community again and this was reflected in the plans.

People where they wished had been involved in the development of their plans. Families were encouraged to provide information to inform their relatives plan of care.

Whilst the plans contained good information the service should be mindful to ensure that these are dated and signed to show that they are up to date and current. This is to help ensure that care and support is consistent and appropriate for people. The manager was aware that the documentation used when

supporting people was very large and at times difficult to navigate. The service were due to transfer people's personal plans to a digital format. The aim is to ensure information is easy to access and monitor.

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
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	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

How good is our staff team?	5 - Very Good
3.1 Staff have been recruited well	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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