

with YOU East Craigs Learning Disabilities Service Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
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Service provided by:
with You

Service provider number:
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Service no:
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About the service

With YOU East Craigs Learning Disabilities Service provides housing support and care at home services to adults with learning disabilities. The service operates from an office in West Edinburgh and has a small satellite service, supporting two people in Broxburn, West Lothian. The level and type of support is based on individuals' assessed needs. There were 22 people experiencing care with the service during the inspection. The service was registered with the Care Inspectorate on 30 August 2004 and is managed by with YOU.

About the inspection

This inspection took place on 26 and 27 January 2023 after 24 hours notice to the service. The inspection was conducted by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered since the last inspection.

We evaluated how well people's health and wellbeing was supported, the infection protection and control practices, the quality of management as well as people's personal plans.

To inform our evaluation we:

- spoke with eight people using the service and seven relatives.
- spoke with eight care staff and the manager
- observed how well care staff supported people
- visited the office to see how it was run
- reviewed documents and electronic records.

Key messages

- People were satisfied with the quality of the care and support received.
- Staff interacted warmly and respectfully with people.
- Support workers actively encouraged people to engage in meaningful activities.
- Staff followed infection, protection and control guidance well.
- Staff were well trained and supported.
- Managers were competent and approachable.
- The service had comprehensive auditing of care.
- People's personal plans were thorough and up to date.

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 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 the service as operating at a very good level for this key question. There were significant strengths with the care and support provided and how this supported positive outcomes for people.

People were supported to communicate in a way that was right for them, at their own pace, by people who knew them well. The staff interactions were warm, kind and patient. People we spoke to were satisfied with the quality of the care and support received. Examples of comments were "nice, like it here," "it's alright staying here" and "it's lovely." People were involved with managing money, personal affairs and domestic tasks. This allowed a more inclusive approach for people to make decisions and choices. Relatives told us "no complaints about staff what so ever, staff sometimes go beyond what I expect" and "I cannae fault anybody. I appreciate what they are doing for him."

Staff actively encouraged people to engage in meaningful activities; this kept people stimulated, engaged with interests and connected to the community. Comments from relatives included "they are supporting her very well, seems happy where she is, loves to go to the rugby" and "he is always busy, when I try to phone him he is always out."

There were appropriate positive behavioural support plans in place with personalised details regarding triggers of distress and interventions to reduce distress. Documenting occurrences of stress and distressed behaviours was occurring to inform a person-centred preventative approach.

Medication administration was well organised with regular audits by management and appropriate training for staff. This ensured that people experienced safe and effective medication.

There was a good supply of personal protective equipment such as gloves and aprons (PPE) for staff. We observed and people told us that staff used PPE appropriately. Managers observed staff practice regularly to assess their competence in wearing PPE correctly and hand washing. Staff had completed training for safe infection, prevention and control practices. Staff supported people to clean and tidy their accommodation or if appropriate, staff cleaned and tidied themselves. Covid-19 testing of staff and self-isolation periods (if have a positive test) were taking place in line with current guidance. These measures aided the continued protection of people and staff from harm.

How good is our leadership?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the leadership and quality assurance.

People considered that managers were responsive to any issues they raised, being courteous and respectful. A relative said "the team leaders are quite good and they get things done." The planning of the care visits was well-organised though some people wanted better communication regarding who was visiting. Staff had time to provide care and support with compassion and engaged in meaningful activities with people. A person told us "having folk that I know is handy" and a relative said "they know him very well, they have a good team. I'm quite happy and he seems settled."

The service was seeking feedback through satisfaction surveys with people experiencing care and their friends and relatives as well as their staff. Any incidents were reported thoroughly with actions on improvements where needed. Quality checks were taking place, such as medication, finances and personal plans. This ensured that there was a culture of continuous improvement for people experiencing care.

Staff recruitment processes were thorough. Training was comprehensive with a satisfactory level of completion. There were quality checks by management regarding observing staff competence in people's houses. There were regular face-to-face supervision sessions, however face-to-face team meetings are also needed for staff. This ensures staff have the necessary information and support to provide quality care based on relevant evidence, guidance and best practice.

How well is our care and support planned?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with personal planning.

People's personal plans detailed each area of care, for example, communication, and had personalised information regarding how best to support someone. People's choices and preferences were also well recorded. Personal plans had thorough details of how to involve people in activities and life skills to get the most out of life. There were appropriate positive behavioural support plans in place with personalised details regarding triggers of distress and interventions to reduce distress.

Personal plan updates were recorded regularly and promptly as were any changes in actions needed. Six monthly reviews (as required by legislation) were taking place with people experiencing care and their relatives. This ensured that personal plans remained right for people as their needs change and to make sure that everyone has the opportunity for their views to be heard.

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
1.3 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 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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