

Spotlight Support Support Service

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Type of inspection:
Unannounced

Completed on:
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Service provided by:
Spotlight Support C.I.C

Service provider number:
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CS2017354862

About the service

Spotlight Support is a privately owned community interest company. It is managed by the director, a deputy and team of support workers. It currently provides support to adults with physical and additional support needs, in their own homes and wider communities. It operates from a base in Edinburgh, where people can 'drop in'. This service can include children from the age of five upwards.

About the inspection

This was an unannounced which took place on 14th and 15th February. 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 five people using the service and five of their families
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- spoke with four involved professionals

Key messages

- People were treated with respect, compassion and dignity by a team who knew them well.
- People's health and wellbeing benefitted from the support.
- People have personal plans that outlined their wishes and preferences.
- People were supported to develop life and social skills.

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 made an evaluation of very good for this key question. Major strengths supported people's outcomes. These outweighed any areas for improvement.

People who used the service were treated with respect, compassion and dignity. The service offered 1:1 support, group short breaks and some group activities. One family member told us, 'the staff are nice, kind and understanding'. We observed caring positive interactions between people and staff. There was no sense of rush, we observed support to be well paced. One family member told us 'the service gives my relative the independence they would not otherwise have'. This meant that people experienced care and kindness from staff who knew them.

People had personalised plans in place. People were supported by a staff team that were matched to their wishes and preferences. One professional told us 'the service is very good at matching support staff with service users for their likes and dislikes. Where required, positive behavioural support plans for people were in place with regular reviews. Where risks were identified for people, they were specific to them. People, their families, and staff, were involved in six monthly reviews, one family told us they had 'three way open conversation' at the review. This meant that people had personal plans that were right for them, the care was responsive and set out their needs, likes and dislikes.

Staff supported people with their health and wellbeing. Medication policies and procedures were in place for people who required this. Staff had received regular training. The personal plans for some people identified health needs which were risk assessed and reviewed regularly. Some people were supported with their dietary choices of specific foods or drinks. A professional we spoke to told us 'the service and management were professional and friendly and had a flexible approach to support that could be offered, reviews were always good'. This meant that people were supported by staff who knew their needs choices and wishes.

Each person had a monthly calendar or social story for their planned activities. People told us they liked 'to go to the trampolines'. Other people we met told us they liked cycling, Zumba class, playing bowls. One family member told us my relative likes to 'trampoline, swim and cook meals'. We observed staff supported people with life skills, one person cooked a meal. Staff helped a person plan a shopping list for a family meal. One family member told us 'their relative had extended their life skills in cooking whilst having their support'. This meant people were cared for by the right people at the right time.

Management and staff followed infection prevention and control policy (IPC). Regular audits were undertaken by management. Staff had regular training and direct observations of practice. They had access to personal protective equipment (PPE). The base had a no touch,(voice activated) system set up for its electrical items. Checklists recorded regular cleaning. In addition staff had access to first aid kits. One staff member told us 'management sent out messages regularly updating us on policy changes expected during Covid.' This meant that people experienced care that was safe and effective.

How good is our leadership?**5 - Very Good**

We made an evaluation of very good for this key question. Major strengths supported people's outcomes. These outweighed any areas for improvement.

The service had an annual development plan in place. The management team had plans to review the ways in which they used the online systems over the next few months. The senior team undertook regular audits. They used on line systems to record their findings. Contingencies were in place in the event of any failures. The service had policies and procedures in place to support incidents accidents and complaints. Any incidents were recorded in the personal files with review and action by managers. This meant that people would benefit from a culture of continuous improvement with the quality assurance processes in place.

The service used an online system for recruitment, induction and training. All recruitment checks had to be completed before staff could commence their induction. Each staff member then had a unique pin to access the online training and systems. Staff are registered with the SSSC. Induction for staff was face to face, online, as well as shadow shifts with people they would be supporting. Staff told us 'I received an induction and a considerable shadowing period to allow me to become fully familiar and confident in my role'. Another staff member said, 'we have access to ongoing training'. Staff receive training on the health and social care standards. Supervision and observations for staff is regular, one person told us, 'we have supervision every 6 weeks or sooner if we request this'. This meant people could be confident they were being supported by a team that were recruited, trained and received regular supervision.

Rotas were completed a month in advance. People were supported by a regular team which family members confirmed. People had a nominated key worker, one family told us 'the key worker is very proactive at looking for new things to try'. Staff can access an on call manager for any out of hours advice. Team meetings were held at regular intervals. Management had regular contact with families on line, they told us 'I can contact the service via phone or email and I get a quick response. Another family member told us 'I'm kept well informed'. This meant that people's support was stable and consistent because people work well together.

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

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