

Sense Scotland Highland and Lochaber Housing Support Service Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
26 April 2023

Service provided by:
Sense Scotland

Service provider number:
SP2003000181

Service no:
CS2013315347

About the service

The service is operated by Sense Scotland, a registered charity that offers support services to people with complex communication needs. The organisation is based in Glasgow and provides support services all over Scotland. Sense Scotland Highland and Lochaber provides combined housing support and care at home to adults in their own homes. The main office is located in Fort William. At the time of the inspection three people were being supported.

About the inspection

This was a short announced inspection which took place between 19 and 26 April 2023. One inspector carried out the inspection.

To prepare for the inspection, we reviewed information about this service which included previous inspection findings, registration information, information submitted by the service, and people who used the service and provider records.

In making our evaluations of the service we:

- visited two people in their homes;
- spoke with three relatives over the phone;
- spoke with staff and management;
- reviewed returned electronic surveys; and
- reviewed documents.

Key messages

The service was well led and managed.

People had formed strong, trusting relationships with their staff members.

There were effective health systems in place to ensure people got the right care at the right time.

The provider had robust quality assurance systems in place that supported and focused on service improvements.

Leaders were responsive to feedback from people receiving a service. Staff felt well supported by the management team.

Staff supervision should promote reflective and value based practice.

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.

Value based practice was threaded throughout the organisation. We observed staff supporting people with warmth, respect, and kindness. People felt safe when care was being delivered as there were strong, trusting relationships between staff and the people they supported. Staff advocated strongly for people so as they lived the best life they could. Some of the comments from the people we spoke with included:

"The staff know my relative really well and she trusts them".

"Overall the staff support my relative to a good standard".

Overall guardians and families felt listened to, involved and central to the way care and support was delivered. People experience support that promoted their identity, independence and choice. Some of the comments from the people we spoke with included:

"We have regular meetings where we can discuss any concerns."

"There is regular communication to let us know what is happening."

"Some staff are better than others at communicating with us."

People's health and wellbeing benefited from the input of a competent and confident staff team. Support plans reflected up to date health needs of individuals and the assistance they required to promote good health. There were strong professional working relationships with external health providers. When we spoke with staff they were knowledgeable and responsive to people's health needs. The above meant people got the right healthcare from the right person at the right time. Some of the comments from the people we spoke with included:

"They are a very good service and management and staff know what they're doing. The staff are good at getting in touch if they have any concerns and they give us regular updates." (health professional).

Staff were confident and competent when communicating with people. We observed staff using different communication aids to support people to make choices regarding their day to day living. This allowed people to be involved and have some control over their life.

People had a varied and active social life. Staff were very good at trying to identify what the person would enjoy and put this into action. Staff were focusing on getting people out and about in the community, whilst recognising people's preferences.

The service had undergone a very challenging time in regard to staff shortages and support hours being reduced for the people they supported. Some families felt this had impacted on the daily routines of their loved ones. Some of the comments from the people we spoke with included:

"I am concerned my relative does not get out as much, as her support hours have been reduced."

"My relative has missed out on activities due to lack of forward planning."

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.

The service was well led and managed. There was clear leadership within the service, there was a culture of openness and transparency. It was apparent leaders had a clear understanding of their role in monitoring, directing and supporting improvement. The focus was on providing a person centred, value based service. There was regular evaluation of people's outcomes. This helped people get the right care and support at the right time.

The provider Sense Scotland have a robust quality assurance system, which allowed services to evaluate what was working well and what needed improved on. The development plan of Sense Scotland Highland and Lochaber evidenced the manager was responsive to improvements raised and actioned them timeously. The next stage was to fully involve stakeholders in evaluating the service. This had been put on hold due to the restrictions of Covid-19.

The promotion of human rights was embedded in staff induction and training. This helped staff remain focused on delivering person centred care. There were systems in place to ensure staff completed up to date training and were competent and confident when supporting individuals. We have asked the provider to review their staff supervision format (see area of improvement 1).

Areas for improvement

1. To ensure staff are following professional and organisational codes and focus on improved outcomes for the people they support, there should be more opportunity to reflect on practice during formal supervision.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am confident in people because they are trained, competent and skilled and are able to reflect on practice and follow their professional and organisational codes.' (HSCS 3.14); and

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11).

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

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