

# Inspire Moray Housing Support Service

## Housing Support Service

5A Thunderton Place  
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Telephone: 01343 610 532

**Type of inspection:**  
Unannounced

**Completed on:**  
5 May 2023

**Service provided by:**  
Inspire (Partnership Through Life) Ltd

**Service provider number:**  
SP2003000031

**Service no:**  
CS2004073056

## About the service

Inspire Moray Housing Support Service provides care at home and housing support for adults with a learning disability. The service has capacity to support six adults. At present, the service supports four adults across two houses, one in Elgin and one in the wider Moray area.

The service can provide up to 24 hour support to people in their own homes and it has an office base in the centre of Elgin.

## About the inspection

This was an unannounced inspection which took place from 01 May to 05 May 2023. 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 three of their family
- Spoke with five staff and management
- Observed practice and daily life
- Reviewed documents.

## Key messages

- People said they felt happy in their home
- People said they did lots of things and liked seeing their friends
- Relatives said that staff were great
- Relatives said that their relative was safe and happy in their home
- Staff enjoy their jobs and felt well supported by the manager
- The home was clean and tidy.

## 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?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

4 - Good

People's wellbeing was supported to a good level. There were a number of important strengths which clearly outweighed areas that required improvement.

Three family members spoke with us and they were all happy with the staff and standards of support for their relatives.

The houses were clean and tidy, with a fresh and inviting atmosphere. Personal protective equipment (PPE) was being used and discarded correctly, along with good hand hygiene. There were minor areas for cleaning and storage where improvements could be made. We discussed these with staff, and they were remedied immediately. Everyone had individual bedrooms decorated to their own taste, and the shared areas reflected their personalities and good time, for example with photographs and artwork. The staff organised themselves around what people liked and needed support with. A relative told us, "essentially, they are doing a great job and try to help 'my relative' as much as they can."

The people living in the houses were happy and calm. They told us that they could do as they wished, use all areas of their home and could make their own cup of tea or coffee. When one person raised a concern, it was taken seriously. They were supported to make an official complaint and it was discussed and acted on with no negative consequences for them. An advocate was involved and this situation is now resolved to the persons satisfaction.

People were doing lots of planned activities and were also able to be spontaneous. In a conversation with two people they said; if they fancy going out for a coffee they just ask and staff can take them and it doesn't matter if they take a bit longer in the town. Friendships were encouraged at activity sessions and also on an individual basis. These active days contributed to happiness and a healthy lifestyle.

There were ingredients for healthy meals and snacks in the fridges. Some people had specific dietary requirements and these were recorded and followed. A relative commented to us, "staff are great and look after 'my relative' and his health."

There was a robust system for storing, administering and recording people's medication. This was generally used effectively. There were two areas in relation to medication which needed to improve and, following discussion, these were rectified immediately. Use of the medication system must improve and remain improved (**see area for improvement 1**).

### Areas for improvement

1. To support people's health the provider should ensure staff are supported and monitored with correct storage, administration and recording of medication.

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

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

## How good is our leadership?

## 4 - Good

Leadership was good, there were clear strengths and small areas for improvement. There was an interim manager in place who was using the Inspire management systems and when these are embedded, the improvements should be maintained (**see area for improvement 1**).

There were good improvement plans in place, both for Inspire generally and specifically for each house. One strong aspect was that the plans looked at indoor and outdoor environments and how people would be supported to be involved, to understand and plan accordingly for their maintenance. This should ensure that the environment is a safe and pleasant place for people to use.

The statutory daily, weekly and monthly checks, for example water temperature, fridge temperatures, fire checks, were all taking place. The fire risk assessment was recently updated and advised areas for improvement had been remedied. These all contributed to a safe environment in people's houses.

People's six monthly 'review of their support' meetings were running behind schedule. The manager said they were planned and they will make sure that they are held. This will help people to keep their support current with what they need and want to do.

There were audits taking place, for example of support plans. These had picked up some errors and care should be taken with the others so that all errors can be corrected and all information will be respectful and accurate.

Some of the paperwork, for example the service outbreak management plan and the risk assessment for lone working, need to be updated. The manager assured us this would be done to promote safe working and procedures.

The staff felt well supported on a daily basis by the manager. There was an annual plan for supervision meetings for each of them. This will help them to formalise any comments and discussions, and lead on to development for workers. Team meetings had not been as regular as the interim manager would like. We were told that these would be happening on a regular basis from now on, so that the team have a forum to raise concerns, understand systems and feel supported. This should lead to a competent and happy staff team to support people (**see area for improvement 1**).

## Areas for improvement

1. To ensure people are supported in a safe and respectful manner, the provider should ensure:

- Quality assurance of all aspects of the service with deficits quickly remedied; and
- Formal support for individual members of staff, and the staff team as a whole.

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

'I use a service and organisation that are well led and managed' (HSCS 4.23).

## How good is our staff team?

4 - Good

The staff team, and their skills and competence were at a good level. This was shown by the up to date training, both in core skills and some more advanced areas. This helped people be confident that their support would be based on best practice and guidance, and we saw this when we were with people. Everyone was registered with the Scottish Social Services Council (SSSC) and the organisation kept track of this and reminded people so that this never lapsed.

We saw support workers were confident with their duties. They talked about the people they supported and knew their preferences and how to support these. People told us they liked the support workers and they get help with anything they need. Families praised the support workers highly and said they knew that their relatives would be well looked after.

## How well is our care and support planned?

4 - Good

Care and support planning was at a good level. Plans were written individually and used respectful language. They set out how people's needs would be met, as well as their wishes and choices. The staff rota reflected the support plans and anticipated needs of the people in the houses. There was a red form at the start of each plan which outlined the high risk areas, for example epilepsy, so staff could easily know how to keep people safe. It was easy to find further information and follow what support was required in each aspect of a person's life.

Areas such as dietary advice, social needs and safety in the community were fully explained. Daily notes and our observation showed that these guidelines and instructions were being followed and people seemed healthy and happy. The multi disciplinary team had involvement in many areas, such as eating, speech, road safety. Health, and other professional appointments and consequential advice was carefully recorded and followed.

People's goals were written in a clear manner. These were realistic and had steps to achieve them, with regular reviews until they were reached. One person had completed their goals and it would be good to explore more with them, so they maintain interest and motivation in their lives. People and their families talked with us about activities and days out that had been enjoyed and more which were planned.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 24 March 2023, the provider must embed opportunities for people to have influence and control over their daily lives.

This is to comply with Regulation 4(1)(a)(Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'My care and support meets my needs and is right for me' (HSCS 1.19).

**This requirement was made on 1 May 2023.**

#### Action taken on previous requirement

As is commented on in the body of the report, this requirement has been met through good care planning, open staff/people relationships, an atmosphere where all people can express themselves without fear, plans to support people to be involved with improvements in their home .

**Met - within timescales**

### Requirement 2

By 24 March 2023, the provider must ensure that the manager has a good oversight and understanding of the service, and uses this to support staff and effect improvements.

This is to comply with Regulation 4(1)(a)(Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'I use a service and organisation that are well led and managed' (HSCS 4.23).

**This requirement was made on 1 May 2023.**

#### Action taken on previous requirement

As is commented on in the body of this report, an interim manager is in place. They are using the company-wide Inspire systems which is giving good management oversight. It is also allowing the support workers to become involved in monitoring practice and ensuring day to day good practice. Staff feel supported by, and are able to approach the manager, with regular supervision session planned (at times which are suitable for the support worker). The Improvement plan is up to date and specific to each house, with notes about involving the tenants.

**Met - within timescales**

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good

How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

How good is our staff team?	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	4 - Good

How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good



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