

The Redwoods Caring Foundation - Housing Support Service Housing Support Service

The Redwoods Caring Foundation
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Type of inspection:
Announced (short notice)

Completed on:
5 September 2023

Service provided by:
The Redwoods Caring Foundation

Service provider number:
SP2003002648

Service no:
CS2004078284

About the service

The Redwoods Caring Foundation is registered to provide a service to people with learning disabilities living in their own homes and in the wider community. The support is provided by four teams in Edinburgh and Mid Lothian.

The service operates from an office base in the Liberton area of Edinburgh. At the time of the inspection a service was being provided to 15 people.

About the inspection

This was a short notice announced inspection which took place on 1 and 4 September between 09:30 and 17:45. 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 people using the service and family members
- spoke with staff and management
- observed practice and daily life
- reviewed documentation

Key messages

- People had warm and trusting relationships with staff.
- People chose how to spend their time and were encouraged to lead active lives.
- People were central to the review process and had opportunities to shape their care and support.
- The provider communicated well with others and regularly sought feedback on the service.
- Managers and staff teams worked well together to adapt support around people's changing needs.
- The provider was proactive in its work with external professionals.

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.

Staff engaged positively with people experiencing care, treating them with genuine warmth, kindness and compassion. People and their families had confidence and faith in staff and managers. We were assured that people were valued and respected and they benefitted from building trusting relationships with staff.

People were recognised as having their own views, they were fully involved in making day to day decisions and chose how to spend their time. Staff promoted independence and gave people support to pursue their interests and hobbies. A number of individuals told us about the social events they took part in and they felt their lives were full of fun. Others showed us photos of time they spent with family. It was important for individuals to lead active lives at home and in the wider community. This meant people were stimulated and encouraged to achieve their full potential.

People had access to drinks and healthy snacks throughout the day. Meals were freshly prepared and people were encouraged to participate and help with the cooking. The provider promoted principles of healthy eating and people were supported with individual preferences and specialist dietary needs. People enjoyed their mealtimes in a relaxed environment and could eat at a time which suited their lifestyle.

Support was provided to help people strive towards meeting their personal goals and aspirations and their outcomes were reassessed throughout the year. Regular review meetings were held and each person was central to the process. People were supported to send invitations to those they wanted to join them. In preparation for the meetings, people spent time evaluating their experiences to ensure clear outcomes could be established for the year ahead. This gave people confidence and a sense of their own identity.

Staff were knowledgeable about individuals' physical and mental health and wellbeing needs. The provider had comprehensive personal plans and risk assessments in place, which gave clear guidance about each person's needs, wishes and choices. People felt safe and were encouraged to maintain as much independence as possible, for example when taking medication or handling money. We were confident people had personalised support to help them achieve their outcomes.

The provider was proactive in recognising individuals' health conditions and worked well with external organisations to adapt and tailor support around changing needs. Managers worked closely with other professionals to ensure people had access to the right healthcare. People were supported to attend primary and specialist healthcare appointments and good records were maintained by staff teams. People could be confident their care and support was based on best practice and current guidance.

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 provider had a quality assurance strategy in place which demonstrated a commitment to supporting positive outcomes for people. The strategy was underpinned by a clear process which gave guidance for managers to complete audits and obtain feedback from key stakeholders.

Audits and checks were completed regularly, with issues identified and documented where improvements were needed. Managers held regular meetings with senior staff to discuss various topics relating to the quality of the service. People experiencing care could be assured of the provider's commitment to continuous improvement and development.

The provider maintained good communication with people and their families and they asked for regular feedback. We saw that queries were responded to quickly and complaints were resolved satisfactorily. People were able to contact managers when they needed to and were confident they would be listened to.

Managers had clear oversight of staff skills and performance. Candidate's values were discussed at recruitment and the ethos of the organisation was key to the appointment of new staff. Dedicated time was allocated for induction and training throughout the year. There were clear expectations of staff in relation to their own learning and development. Staff told us their training experiences and opportunities for development were 'excellent'. People experiencing care could be assured their staff were skilled, competent and knowledgeable in their roles.

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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