

Rotary Residential and Care Centres Housing Support Service

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Type of inspection:
Unannounced

Completed on:
30 August 2023

Service provided by:
Rotary Residential And Care Centres

Service provider number:
SP2003000179

Service no:
CS2003053962

About the service

Rotary Residential and Care Centres is registered with the Care Inspectorate to provide housing support and care at home to adults with cerebral palsy or other related conditions resulting in similar needs. The provider is Rotary Residential and Care Centres.

The service is provided to three people living in two flats in the Shawlands area of Glasgow, close to amenities and transport links. People receive support 24 hours a day including a sleepover member of staff.

The registered manager and deputy manager coordinate the overall running of the service from the provider's office in nearby Pollokshields. A team leader locally manages the staff team who provide direct support to people.

About the inspection

This was an unannounced inspection which took place on 29 & 30 August 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.
- spoke with four staff and management.
- spoke with one relative.
- had communication from one visiting professional.
- observed staff practice.
- reviewed documentation.

Key messages

People experience high quality care where individuals were respected and valued.
Peoples' health benefitted from effective assessment and monitoring of their needs.
People had access to a range of activities and local community links based on their preferences.
People's personal plans were detailed and reflected people's care and support needs.
The management team were knowledgeable about the aspects of the service which required improvement.

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 were observed being very respectful to people receiving support. We observed genuine and kind interactions with people supported and staff who knew the people supported well, and staff were able to recognise and respond to changes in people's wellbeing.

People were given time to communicate, and staff responded appropriately whilst providing care discreetly. This meant that people could build a trusting relationship with the person supporting them.

People were being encouraged to be as independent as possible. This included looking after their own homes, making meal choices, choosing activities, and shopping. This is important to support people's independence and self-esteem.

People were supported and encouraged to take part in, and enjoy, personal interests for example, attending social clubs, events, meals out, attend church services, football and being active members in their community.

People being supported spoke positively about their support arrangements and staff comments included:
"I really like my support workers they are really good, and they help me".
"The staff are marvellous".
"Staff are good at supporting me".

Staff were providing ongoing support to families to help continue contact, where appropriate, with these very important relationships. A relative we spoke to told us, "The staff team are always very approachable and welcoming. Staff keep the flat in great condition and always clean and tidy".

Support plans sampled were very detailed and informed by relevant risk assessments. The level of individual detail in the plans including their life history, gave a real sense of the person. Individual likes, dislikes and preferences were clearly recorded. The plans reflected people's current care and support needs and were being evaluated and reviewed on a consistent basis. This is important to ensure that staff can support people safely.

People's health needs were being monitored and well recorded. The service had good links with external health and social care professionals, examples included, GP's, dentists, care managers and district nurses. This ensured that people's health and wellbeing was being supported.
People were supported to keep well by receiving their medication as prescribed.

People's legal status was recorded and used to inform current and future decisions relating to each person's health. However, one person's legal status required to be updated, the management team agreed to action this as a priority.

The service was working hard to maintain a consistent staff team. There have been sector wide challenges with staff recruitment and retention that has impacted on staffing.

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

We evaluated this key question as very good. There were significant strengths which impacted positively on outcomes for people supported.

Feedback received from people supported, relatives and professionals were positive about the communication and responsiveness of the management team. One professional told us "The service communicates well with us and are fully compliant with the contract conditions".

The staff spoke well of the management team and confirmed they had a positive impact in the service. Staff said they felt supported and there were opportunities for training and development.

People benefitted from a culture of continuous improvement. The service used a lessons learned approach to ensure learning was taken from any unplanned incidents and occurrences to reduce these events from occurring again.

Quality audits had been completed, including audits of personal support plans. We could see that these informed action plans which helped to improve outcomes for people. A service improvement plan was developed based on what the service recognised as areas for improvement which was being reviewed. This meant there was good management oversight of the service.

Staff were recruited in line with safe recruitment guidance. Staff were knowledgeable about their role and had opportunities to undertake a range of relevant training. There was a commitment from the provider for the staff to obtain necessary qualifications for their role. Staff felt that their training had equipped them well for their job. This meant that staff had the knowledge and skills to support people using the service.

Staff were receiving regular supervision and an annual appraisal; this was felt supportive for their role and staff development. We highlighted some of the records reviewed, some lacked dates and were not signed and this needed to be improved.

Staff were positive about working for the service / organisation and the teamwork that takes place. It was evident that staff have a real commitment to providing support to people they work with.

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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