

Supported Accommodation Services Housing Support Service

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Type of inspection:
Unannounced

Completed on:
24 October 2023

Service provided by:
Mainstay Trust Ltd.

Service provider number:
SP2003000175

Service no:
CS2003054357

About the service

Supported Accommodation Services is provided by Mainstay Trust Ltd to provide a housing support and care at home service to adults with physical and learning disabilities in their own homes.

The service provides a variety of support packages which are developed around the needs of each person. At the time of inspection there were 29 people supported by the service. The office base for the service is in Govan, Glasgow. The building has communal space for people to meet and be involved in activities.

About the inspection

This was an unannounced inspection which took place between 17 - 19 October 2023. Feedback was provided on 24 October 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:

- met with nine people using the service
- spoke with five relatives
- spoke with 13 support staff, the service manager, the operational manager and a director
- received feedback from a community learning disability nurse and a care manager
- reviewed documents.

Key messages

- People who received support, and their relatives, were highly satisfied with the care and support provided.
- People benefited from the support provided by developing confidence and engaging in a range of activities including volunteering with charities.
- People's health and wellbeing was closely monitored with appropriate referral to external agencies when additional advice or support was needed.
- Staff were highly skilled and focused on meeting the needs of people they supported.
- Quality assurance systems were in place. However, these needed further development to shape the service priorities and ensure high standards of care and support are consistently provided.
- Further work was needed around staff training and development.

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

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| How well do we support people's wellbeing? | 5 - Very Good |
| How good is our leadership? | 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?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, we evaluated this key question as very good.

We observed genuine, warm and nurturing relationships between people using the service and the staff who provided support. Staff understood people's wishes and preferences and used this information to shape how support and care was provided. We heard many positive comments from people we spoke with including: "Staff go above and beyond what I would expect."

People's privacy and dignity were promoted by staff. Staff understood the importance of, and maintained, confidentiality when discussing the needs of people they supported.

Staff encouraged people to live as active citizens. Through support, people accessed local amenities and were involved in activities within their local communities. The service used an employment and activity coordinator to support people to help identify appropriate activities. They also helped identify education and employment opportunities which matched the needs of each person.

People we spoke with shared how they enjoyed developing interests and trying out new activities. Examples included attending a golf range. We heard how other people, through the support of staff, had become volunteers with national charities and how they enjoyed this type of work.

People were highly complimentary around their experiences of using the service. We shared a comment around support being impacted if there was a change of rota and handover time. This was an area that the management team agreed to look at.

The management team and key staff used a proactive approach and took account of the specific needs of an individual person when they transitioned into a new tenancy and support package. The approach used was regarded as a great success by the person's relative and advocate.

People benefited from staff detecting changes to their health and wellbeing and seeking intervention at an early stage.

External professionals supported that staff made appropriate referrals and were confident that they followed recommendations to help keep people safe and well.

Hospital passports were in place. These reflected the current needs and preferences of people and can promote continuity of support from hospital staff if people are admitted.

Staff supported people to attend appointments and helped facilitate the health and wellbeing of people. We heard how staff supported a person to receive vaccinations and directed the approach used by community nursing staff to minimise the risk of emotional distress.

Support and care was shaped by listening to the views of people and their families. We received the following: "We are very lucky as far as the staff team. They take on board our views and XXXX's (person supported) - they have listened to him really well."

People benefited from staff encouraging people to eat and drink well when they were deemed at risk of unintentional weight loss and at risk of dehydration.

People received medication as prescribed and staff mainly followed good practice with recording. When errors were made, follow up actions were taken to reduce the risk of recurrence. Support plans provided good levels of detail to guide staff and promote continuity of care.

Records associated with financial transactions, for people who received support, were sampled and were in good order. Financial audits had been carried out within the service. This helped to ensure people were protected from financial abuse.

How good is our leadership?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

A range of quality assurance systems were used by the management team to identify the changing needs and risks associated with each person in receipt of support. This included accident and incident records and follow up communications made with families. Whilst the service met the legal responsibility of reporting to the Care Inspectorate and other agencies, they needed to regularly update what the ultimate outcome was and what measures had been taken as a result.

People and their loved ones were involved with the design and refining supports to meet their changing needs. Feedback on an individual basis supported that this had worked well and families shared that the management team had been very responsive when they raised any concerns or suggestions. There were plans in place to gather feedback more globally from people who used the service, their families and external professionals. This should be used to shape the improvement plan and priorities of the service (see area for improvement 1).

Staff recruitment followed good practice meaning that robust checks were in place to minimise any risks to people being supported.

Training helped to equip staff with the necessary knowledge and skills to meet the needs of people they supported. Tailor made training had been developed using expertise from the National Autistic Society. We heard of the positive impact that this had made to the lives of people being supported. A Train the trainer course on supporting people with autism is planned for February 2024 - meaning the training and overview of staff practice will be carried out in house.

Whilst there was a good range of training offered to staff, the system used for an overview of staff training reflected that there was some outstanding refresher training for individual staff members. There needs to be a clear plan for taking this area forward by the management team. Staff shared that there was good, often informal, support from line management. However, supervision sessions were not always being completed in line with the organisational policy. The management team recognised that this was an important area to be taken forward. Direct observations are a useful way of checking staff competency and ensure that staff consistently follow best practice to keep people safe. Staff shared that these occur, however, there were no recent records to support this - these should be developed (see area for improvement 2).

Areas for improvement

1. The service should ensure that the improvement and development plan including service priorities is shaped by feedback from people who use the service, their relatives and external agencies.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership" (HSCS 4.7).

2. The service should ensure that:

- staff undertake and complete identified training
- they provide staff supervision in line with organisational policy
- they carry out and record when staff observations are completed.

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).

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The manager should ensure that information relating to positive outcomes achieved is unique and understandable to the individual service user.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27).

This area for improvement was made on 10 September 2019.

Action taken since then

The service had worked at capturing outcomes achieved as a direct result of the support provided. This included using pictorial and graphic formats to help people's understanding.

This area for improvement has been met.

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

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| 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? | 4 - Good |
| 2.2 Quality assurance and improvement is led well | 4 - Good |

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