

Brothers of Charity Services (Scotland) - Together Borders - Area Two Housing Support Service

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Type of inspection: Announced (short notice)
Inspection completed on: 20 March 2017

Service provided by:
The Brothers of Charity Services
(Scotland)

Service provider number:
SP2008010095

Care service number:
CS2008192028

About the service

Brothers of Charity Services (Scotland) - Together Borders - Area Two is a combined housing support and care at home service for people with a learning disability, living in the Scottish Borders.

The service is provided across the Borders, including Gattonside and Galashiels. At the time of inspection there were 50 people receiving support.

The service is part of a range of support services, care home services, social enterprises and care at home/housing support services provided by the Brothers of Charity, for adults with a learning disability. The website describes this organisation as Christian in origin, but which supports people from all faith communities as well as those with no religious beliefs. The organisation's headquarters in Scotland is located in the central Borders town of Galashiels.

The organisation has as its vision, "a society where everyone belongs and is valued for who they are". Its mission is, "To support people to lead their own lives and achieve their dreams and goals". The service aims to, "support you to maintain and develop your skills and live your life to the full".

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

What people told us

We met eight supported individuals during home visits or at the head office. We noticed that all of the supported individuals were relaxed and at ease with support workers and in their environment. Staff interactions were warm, friendly and person centred. Consequently, where verbal communication was limited, we gained the impression that the supported individuals were happy with staff and the service they received.

We also spoke with seven family carers by phone. All reported positive outcomes for their relatives. Comments indicated that supported individuals experienced many positive outcomes. For instance, people told us that there was a good variety of activities for supported individuals and that the person was more independent, communicated more, had improved his/her ability to make decisions, got out more and interacted with a greater number of people.

Prior to the inspection we sent out 40 care standards questionnaires to supported individuals and their families. 19 questionnaires were completed and returned. The majority of people who completed questionnaires or spoke to us during the inspection did not have anything negative to raise about the service. Comments from people included,

"I am happy here, I like my time to do my drawing"

"Me happy, good team"

"I think the staff who care for me are nice"

"My sister is well cared for. She is happy and always immaculate"

"I picked a holiday to Torqay, happy about this"

"I present a sign language course with X. I get paid for helping"

"If I don't understand, they write it down"

"I met with the Council regarding dog poo problem. I have made posters to put on the gate"

"I wanted my banking changed and this was sorted out"

"I feel safe with staff"

"I went to Newcastle for an X factor show"
 "I have a job at the High School as a cleaner"
 "They treat me with respect"
 "They ask us our views"
 "They are very friendly, makes my life more easy"
 "Cant fault them"
 "Nothing but praise. Marvellous"
 "Seems like family"
 "Dedicated staff"
 "Help to communicate."
 "Staff are caring, considerate, reliable, knowledgeable about relatives needs".
 "Staff are consistent. Very few changes. Good knowledge of residents".
 "Best time of his life"
 "..... is very very happy"
 "Come on in leaps and bounds".

Self assessment

The provider completed and submitted a self assessment. This was comprehensive and detailed, identifying many areas of strengths and areas for improvement which were often in line with our findings during the inspection. By way of improvement, we felt that the self assessment would benefit from being written in a more outcome focused way. By this we mean that it could provide more examples of how the service has made a positive difference to supported individuals' lives.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

Brothers of Charity Area Two continued to provide a well run service where people felt involved and in control of their support.

We observed that staff were respectful and person centred in their approach with people, promoting choice and rights. We observed staff adopting an approach to care, which encouraged support based on 'what can the person do?' as opposed to 'what support does the person need?'

An independent advocate told us, "They are good at promoting advocacy...open to sharing ideas and keeping people informed". We noted that various communication systems were used to ensure people could make choices, express their views, keep in touch with family members and participate in their daily routines. Supported individuals told us or indicated by their demeanour that they felt listened to and valued as a consequence.

Staff feedback and records suggested that they were confident and competent in relation to supporting people with health appointments. Regular medication reviews took place and we saw examples of positive multidisciplinary working. For instance, feedback from a GP showed the high regard with which she held the staff team, describing their professional and caring efforts in keeping a person at home during end of life care for as long as possible.

Supported individuals and family carers told us about a wide range of meaningful activity including daily structured routines, outings and holidays, training with staff or work experience. A key strength was how staff approached support for each person based on their individuality, needs, wishes and aspirations. Our observations of staff interactions bore this out. A person centred approach was also reflected in the individual support plans we sampled. In addition, the manager was able evidence the work ongoing to move towards an outcome focused approach, based on good practice guidance principles.

Staff benefitted from a well balanced training programme which reflected the particular needs of the people they supported. They could describe an open culture, approachable and supportive managers, regular supervision and opportunities to meet within their teams to discuss issues affecting supported individuals. Consequently, staff impressed as motivated and passionate about providing good support that was focused on the needs and wishes of the individual.

What the service could do better

We did not find a consistent approach to maintaining records of six monthly reviews (see recommendation 1).

The manager acknowledged that a range of participation methods in some respects had not been sustained to the previous high standard. The new participation policy should now be used as a blueprint to reinvigorate participation methods and outcomes.

We discussed direct observation of staff practice with the manager as an area for improvement. Practice observation would help ensure that staff were working in line with the provider's aims and objectives, provide the opportunity to involve service users in the assessment of staff practice and be another form of staff support and quality assurance.

Sampled staff supervision records lacked action planning and reflection/critical thinking about staff practice. Attention to this would increase the opportunity to reflect on quality of practice and provide a support mechanism that would help deliver better outcomes for people, (see recommendation 2).

We discussed with the manager the scope to improve the purpose of team meetings. Currently, the focus of team meetings was often limited to discussing the supported individual rather than the full range of team business aimed at delivering better outcomes for people (see recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Individual support plans should better evidence the process of review in a more formal and consistent manner, including how it was carried out and who was present.

National Care Standards (NCS) 4 Housing Support Services - Housing Support Planning

2. Staff supervision and team meetings should be structured in a way that leads to the continuous development of responsible, skilled, knowledgeable staff and agreed standards in the practice of social care.

NCS 3 Housing Support Services - Management and Staffing Arrangements

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
20 Jan 2016	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
6 Feb 2015	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
27 Feb 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
5 Feb 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
23 Mar 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
19 Oct 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
25 Jan 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good

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