

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

Triest House
Bridge Street
Galashiels
TD1 1SW

Telephone: 01896 661200

Type of inspection:

Unannounced

Completed on:

21 January 2019

Service provided by:

Brothers of Charity Services (Scotland)

Service provider number:

SP2008010095

Service no:

CS2008192059

About the service

This service has been registered since 2009.

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

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 organisation's headquarters 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 aims of the service include, "to enable people to successfully live in their own homes and communities, achieving personal outcomes, and improving their quality of life."

What people told us

Some people with limited verbal communication were unable to tell us about their support however, we observed them to be relaxed and at ease with the interaction from staff. Where people had limited verbal communication, we saw staff knew them well and were able to recognise their needs and wishes through body language and other chosen communication methods.

Some people experiencing care were able to tell us about their support and comments included;

"I attend all team meetings so I am kept up to date with any changes and I am given a choice on everything that effects me, or that I would like to do or places I would like to go. I feel part of things which makes me feel happy".

"Happy staff!"

" I like to go to Melrose".

"I have been getting help with my benefits and support to go to the job centre".

"I have been getting support for around 18 months and get on with the staff really well".

"I get support every day and extra at the weekends. I get help shopping, cooking and I am great at making spaghetti carbonara!"

"I am doing really well and pleased that I got my shopping myself".

"I just had a review and we are looking into me going to college. I am also a co-trainer and helping train new staff - I really like it".

"I went to the bowling and to the beach which was really good".

Families of supported people were very happy with the service their relative received and told us;

"They know him so well. There have been a lot of agency staff which was not good for him but the new staff seem really positive. The staff are fantastic and really want the best for him".

"The support at the moment is really very good. On the whole she is really well cared for by a team of consistent carers. I really think a lot of the carers and the line management upwards has improved. The manager contacts me regularly - I find that really helpful".

"The carers are absolutely fine. She is well cared for including hygiene which is absolutely critical".

"I am very happy with the care and support my brother receives. The service provides continuity of carers as far as possible and they are each well aware of my brother's needs and how these can best be met. I also appreciate being treated as an equal partner and consulted about his welfare".

"I would know where to go to make a complaint to the service and how to complain to the Care Inspectorate".

We spoke with a healthcare professional as part of the inspection who gave examples of how the service supported people well, and the positive impact this had on the quality of their lives.

Self assessment

We are not requesting self-assessments from providers for this inspection year. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan are considered throughout the inspection.

From 1 April 2018 the new "Health and Social Care Standards have replaced the existing Care Standards. These Standards seek to provide better outcomes for people who experience care and services should now be familiarising themselves with these. Services must now take account of the new standards, and work with staff and the people they support to implement these effectively.

From this inspection we graded this service as:

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

What the service does well

The service demonstrated major strengths in supporting positive outcomes and experiences for people which were of high quality and enhanced their lives.

People experienced warmth, kindness and compassion in how they were supported and cared for and staff demonstrated genuine commitment to supporting people to get the most out of their lives. Staff knew people well and worked in regular consultation with other healthcare professionals to promote a safe, consistent approach to their care and support. People could therefore be confident that any changes to their health or support needs would be promptly responded to.

We visited a number of supported people throughout the inspection and saw very good examples of how outcomes had improved for them. By working with the supported person, families and relevant others the service could identify what was important to them in their lives and plan the support to achieve this. The personal outcomes approach format effectively evidenced improved outcomes for people including increased confidence, physical health, independent living skills and social interaction.

Supported people, families and core staff teams continue to come together to ensure the best outcomes for people through "individual needs days", which could be further enhanced with active support or positive behaviour support training for the staff team. This way of supporting people recognises their potential and promotes an active and fulfilling life.

The service is led and managed in a way that gives staff the opportunity to develop and grow within their roles and expand on skills and experiences. For example the development of two senior roles which had given staff the opportunity to take ownership and increase their confidence.

The service demonstrated a genuine commitment to continuous improvement, for example through their strategic plan and other external accreditation. Oversight and monitoring of the quality of the service provided was also maintained through regular audits, for example of finances, medication, supervision and team meetings.

We concluded that people experienced a service that was well led and managed, and that they benefited from a culture of continuous improvement. They could be confident that their individual support would meet their needs, wishes and choices to enable them to lead safe, healthy, happy and active lives.

What the service could do better

More robust information is needed in medication support plans including how this is administered and where appropriate have clear consultation and agreements for where this is given in an alternative format, or covertly.

Where people's independence, control and choice are restricted to keep them safe and protected, this was in consultation and agreement with relevant others, however this was not always evident in the support plan. There must be evidence that restrictions are regularly reviewed to ensure they remain the least restrictive and continue to be of benefit to the person.

Where new staff are supporting people prior to completing all mandatory and specific training, it is important that the service consider the level of risk this may pose until such time this can be completed, and implement actions to reduce any identified risk.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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
1 Feb 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
20 Mar 2017	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
3 Sep 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
4 Nov 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
15 Oct 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings
20 Dec 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
31 May 2012	Unannounced	Care and support 2 - Weak Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
23 Jan 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
8 Oct 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
11 Mar 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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