

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

Triest House
Bridge Street
Galashiels
TD1 1SW

Telephone: 01896 661200

Type of inspection:

Unannounced

Completed on:

18 December 2018

Service provided by:

Brothers of Charity Services (Scotland)

Service provider number:

SP2008010095

Service no:

CS2008192028

About the service

The service has been registered since 2009.

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 Scottish Borders, including Gattonside, Galashiels, Earlston and Selkirk.

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".

What people told us

People were very happy with the care and support they received, and some were able to give us comments including;

"We went to Berwick on holiday it was a good laugh".

"We went on the train and I really enjoyed it".

"I like chicken and sausage".

"We went to the panto Sleeping Beauty it was good".

"I love going out for lunch".

"I am getting on okay - the staff are really good".

"The staff take me out. I am looking forward to the fair tomorrow".

"We went to the bowling and I won! I had a really high score".

"Staff take me to visit my Mum and I have my own car".

"I am getting on alright with new staff".

"We are going out for lunch today for fish and chips".

"We went to the beach it was nice and sunny".

"I went bowling with(name) and(name) it was really good".

"We went to the panto Jack and the Beanstalk".

"I like to do the cooking and hovering and I also mop the kitchen floor".

"I am going to put up my Christmas lights all by myself - I won't need any help".

"I am learning to cook - I make macaroni and soup and its good".

"I do my own medication and use the timer on my phone so I don't forget".

"I really like going to the Mill House - I like to play pool and have lunch there".

"I like coming into the office to do the shredding".

"I went to the cinema to see the new Robin Hood film".

"I went to Edinburgh on the train with staff. I bought a new jacket and had lunch".

Families were complimentary of the care and support their relative received and told us;

"They are great at keeping us up to date. He is very well looked after and staff are good. They are very aware of our feelings and we can easily talk to them. We are very happy with the service".

"I have absolutely no complaints at all. I am very happy with all the staff".

"It's his home to him and he is very happy there".

"Staff have a lot of patience and the manager is regularly at the house".

"I always go to review meetings and would be happy to raise concerns but have never needed to".

"Staffing is good just now - most staff have been there for years".

"When he first moved in there were a few hiccups but that was to be expected. He has settled in really well - a lot better than we thought he would have".

"Staff are really dedicated. He is really happy and would be able to indicate to me if he wasn't".

"I attended her review this morning it went well".

"I am very happy with the support".

"They are supporting her well and meeting her needs".

Where people were unable to communicate verbally we observed them to be relaxed and at ease with the support from staff and within their environment. It was evident that staff supported people in a kind, caring and respectful way and that they knew individual's support needs very well. We saw that staff had built positive and trusting relationships with the people they supported.

We also received comments from families on questionnaires returned to us before the inspection. These included;

"My son has just moved so it's early days but everything seems to be okay".

"I have recently had the chance to experience and appreciate the extent of the care and support my brother receives. He was admitted to hospital recently but had a support worker with him at all times to reassure and comfort him. I also was kept updated as to his progress, which gave me reassurance and heartened me. I can also say with sincerity that I am fully satisfied with ...(name's) day to day care, and greatly appreciate the quality of life and kindness he is given as a matter of course. I would like to take this opportunity to thank individually and collectively, all support workers on his, and his family's behalf".

"I am the sister of someone being cared for. I live a long way away and have done so for the past 50 years. To the best of my knowledge and that of my brothers, the care being given is excellent".

"I could not comment too highly on the care my brother receives from the staff who clearly care about him, as well as for him".

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 experiences and outcomes for people which were of high quality to enhance their lives.

People were supported to take part in activities that they enjoyed and that were important to them, for example holidays, day trips and other social events. It was a real pleasure to hear from people, and see photographs of them experiencing new opportunities, having fun and clearly happy. These activities had positively impacted on their lives and promoted positive outcomes such as increased confidence, independence, maintaining friendships and general well-being.

The service supported people with often complex healthcare and support needs and we considered them to do this very well. Staff received very good training to support people's specific needs, the outcome being that people are happy, healthy and safe. Staff also worked regularly and closely with other healthcare professionals, therefore people could be confident they experience consistency and continuity in their support.

We observed genuine, caring interaction between staff and the people they supported. Staff knew people very well including their support needs, likes, dislikes and routines. We considered the very good support was strongly influenced by the dedication of staff who were committed to ensuring people could get the most out of their lives.

People are meaningfully involved in how the service works and develops, for example taking part in interviews and delivering training to staff. They are actively involved in improving their service and able to give feedback on how they experience their care and support, through a variety of methods. People were supported to identify what was important to them and outcomes they wished to achieve through the "personal outcomes approach". From the review process we saw very good examples of how outcomes had been reached and the positive impact this had on people's lives.

Support staff spoken to were all complimentary of their managers describing them as supportive, approachable and a positive presence within their services. They expressed being listened to and that their views, feelings and comments were important.

A key strength of the service is the genuine commitment to ensuring staff have the right training and that they are regularly given the opportunity to be supported through one to one meetings, and enabling them to meet together as a team. People can therefore be confident that staff are trained, competent and able to reflect on their practice.

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 senior roles, and support workers becoming "train the trainers" to deliver training across the organisation. This demonstrates a real commitment to supporting staff to take ownership and increase their confidence within their specified areas.

The service demonstrated a genuine commitment to continuous improvement, for example through their strategic plan and other external accreditation. Feedback, comments or complaints were responded to promptly and any appropriate action then taken to improve the quality of the service provided.

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

The quality of information contained within support plans varied across the service. For example, information on how to support a person with a specific healthcare need, needs to be more accessible and clear. The service should also consider how a specific audit tool for support plans may monitor these more effectively.

At the last inspection we considered more robust information was needed in medication support plans. This remains an area for improvement as plans lacked information on the medication people are prescribed, what this

is for and when they receive this. Medication plans also need to have a clear link to any accompanying monitoring charts in place.

Quality assurance could be further improved to not only monitor the frequency, but the quality of areas such as induction/review process, supervision, team meetings and care reviews. This will ensure that these are effectively and appropriately being carried out and outcomes and actions followed up.

Systems in place to audit the quality of care and support for each person were not routinely being used. The service has identified that they need to consider a more manageable process.

We are confident the service will take forward the above areas for improvement given their commitment to continuous improvement found at this inspection.

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
23 Nov 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
20 Mar 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.