

Care service inspection report

St. Joseph's Services - Circle of Best Practice 2 - Housing Support

Housing Support Service

72 Carnethie Street

Rosewell

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Telephone: 0131 440 7200

Inspected by: Donald Preston

Type of inspection: Unannounced

Inspection completed on: 29 June 2012



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Service provided by:

St. Joseph's Services

Service provider number:

SP2003002579

Care service number:

CS2010238097

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

The service gives person - centred care to the people it supports ensuring that they are having a good quality of life.

Staff receive good quality training and excellent support from St. Joseph's.

What the service could do better

It requires to ensure that systems and supports are fully in place in the new services that St. Joseph;s have taken on recently.

It should review its Incident and Accident procedures to ensure that follow-up by team leaders / managers are recorded and that changes to risk assessments and support plans are carried out if required.

What the service has done since the last inspection

The service has carried out more person centred plans and been given some new people to support through Midlothian Council processes.

Conclusion

The service has continued to achieve high standards of care and support which has been highlighted through talking to service users , relatives and staff members.

Who did this inspection

Donald Preston

1 About the service we inspected

This housing support / care at home service called St. Joseph's Service - Circle of Best Practice 2 supports around thirty people with learning disabilities in Midlothian. They live in a variety of settings with staff members being around at the times individuals need assistance.

St. Joseph's Service is part of a national charity - "Sisters of Charity of St. Vincent de Paul. The organisation has been providing support services to people with a Learning Disability in the Midlothian area for over 85 years.

This Housing Support / Care at Home service has been registered with the Care Commission since April 2002 then transferred to the Social Care Social Work Improvement Scotland (SCSWIS) on 1st April 2011. The regulator is now to be commonly known as the " Care Inspectorate"

The providers vision states that " opportunity and inclusion is open to all people with a learning disability so that they may contribute their gifts to society and live the life they dream of in today's world" and there values are " Respect, Choice, Trust, Friendship, Inclusion, Skills, and Hope ".

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report after an unannounced inspection which took place on the 22nd, 23rd, 24th and 29th May 2012 and covered many areas of the service gathering evidence from a variety of sources.

During the inspection the Officer met the Practice Development Leader, three Team Leaders, nine support workers and twenty-one service users. Time was spent with all of them.

The views of service users and staff on the service were taken into account in writing this report and grading this service.

Six relatives were spoken to during the inspection visit and their views were gained and reported on later in this report.

A review of records and other documentation included the following:

- service user's individual support plans including risk assessments
- minutes of service user and relatives meetings including charter group, national involvement network & working together meetings.
- minutes of staff and management meetings
- service user evaluation of training pack
- staff rota's
- staff training records / annual training plan
- accident and incident logs
- audits carried out by the service e.g health & safety, quarterly support plan checks and reviews from other managers.

Staff practice was observed at the time of the visits in different areas of the service.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under. The service provider identified what they thought they did well and some areas for development. .

Taking the views of people using the care service into account

During the visit the inspector met with nine service users in six settings. One person was able to talk about her life and the support she was receiving while the others through their actions and discussions with support workers were observed to be having a good quality of life and support from the people around them.

Taking carers' views into account

Six carers were spoken to and the following are their comments :

'the staff are very good and my relative gets out a lot of the time'

'I am fully involved with my relatives life and the service keep me up-to-date with everything'

'the house is a much happier place since St. Joseph's took over the care again'

'communication is very good, I am kept involved'

'the staff are fabulous so committed and consistent which is what my relative needs ... they know her so well'

'she is never in - has lots of activities and a good quality of life'

'the staff are also supportive and reassuring for me and my family'

'I could feel the tension when I visited before the staff are much happier now that they are back at St. Joseph's' and the atmosphere is good

and

' the care couldn't be better'

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

The service has an Involvement Policy. This covers the thinking of St. Joseph's, what the manager should do, the views of all interested parties, support with communication, aids and advocacy.

A large number of service users were met during the inspection and many of them were aware that the visit was about looking at how the service was doing and what their support was like.

There is a keyworker system in place with regular reviews taking place for everyone being supported by St. Joseph's and every three months a thing called Talking Points is used which involves individuals with staff looking at how their support is doing. All support staff will receive training in Support Planning, with new support plans being developed alongside service users.

House meetings are held in some settings where it is appropriate and these are recorded.

Service users have been very involved in different ways within St. Joseph's which has included being trained and supported to become Board Members with the organisation.

They have also been involved in different ways in recruitment with training / support given for people to create their own interview passports to be used when involved in interviews.

The service has sent out questionnaires to users, carers / relative and staff members with positive comments a good response received.

In the past individuals have been supported to make a presentation to the board and provide input to a training event.

Service users are involved in various groups which have a say in the organisation. These include The Working Together Group, the Charter Group and The Green Group.

The Charter Group has reviewed various policies and is looking at the recruitment and selection one and how St. Joseph's support people.

There are representatives from this service and the wider organisation at the National Involvement Network meetings which feedback to the Charter Group.

On a quarterly basis there is also a wider group involving service users, staff and families get together to look at changes within the organisation and have time to discuss what is happening. This is called the "Our Voices " meeting which the Inspector attended as part of the inspection.

The service has gradually developed lots of policies and minutes of meetings, newsletters etc in an easy read format which have been approved by user groups.

Areas for improvement

As detailed above the service has a wide range of ways in which it involves service users and relatives within the service which has been maintained over a lengthy period of time.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service user's health and wellbeing needs are met.

Service strengths

Individual health needs are recorded in service users individual support plans(ISP's) . During the inspection we looked at four ISP's and found them to contain very good information around peoples health needs.

Details of all health checks and appointments are within the ISP's and their health and medication are reviewed on a regular basis.

This was done daily at staff handovers, health appointments, talking points discussions with service user, at staff meetings, and at regular reviews of care and support.

Where appropriate individuals receive support from the Community Learning Disabilities Team (CLDT) which covers a variety of health areas. The provider has regular meetings with members of the CLDT.

All staff receive training in courses related to health and wellbeing. These include adult protection, dementia, infection control and health and safety.

Service users have had the opportunity to attend courses including one on basic first aid.

Areas for improvement

The service is looking at other ways of including service user in joining in on training or in the presentation of some training.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

It has been decided that during this inspection this statement in relation to participation will not be considered. The grade for participation statement (1.1) in Quality Theme 1 - Care and Support will be accepted as the grade for this statement.

The service has lots of strengths in relation to involving service users / carers and evidence of this was seen at the time of the inspection.

Areas for improvement

As detailed above the service has a wide range of ways in which it involves service users and relatives within the service which has been maintained over a lengthy period of time.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

We met nineteen staff members during the inspection and had twenty three staff questionnaires returned and all the comments were very positive about the service and the training opportunities available to them.

In talking to staff during the inspection visit they all said that training was good within the service. Comments on Care Inspectorate questionnaires were

" I get lots of trainingthe three day induction was good my training needs are met I have a learning log, support and supervision and training is very good"

All staff receive a full induction on starting with St. Joseph's which includes mandatory courses some of which are updated on an annual or three yearly basis. There are other general courses and service specific course available to support workers. staff will also be expected to undertake Scottish Vocational Qualifications (SVQ's) as required for their job by the Scottish Social Services Council (SSSC)

The service currently has eighteen candidates working through SVQ's which when completed will mean they have a high percentage of qualified staff meeting the SSSC qualifications requirement. The Practice development Leader has the necessary qualification as the registered manager for the service.

Areas for improvement

On-going induction and support is planned for new services to St. Joseph's along with maintaining the SVQ programme for support workers.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

It has been decided that during this inspection this statement in relation to participation will not be considered. The grade for participation statement (1.1) in Quality Theme 1 - Care and Support will be accepted as the grade for this statement.

The service has lots of strengths in relation to involving service users / carers and evidence of this was seen at the time of the inspection.

Areas for improvement

As detailed above the service has a wide range of ways in which it involves service users and relatives within the service which has been maintained over a lengthy period of time.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

The service uses a variety of things which look at the quality of the service and involve service users / carers in how the provider is doing.

PQASSO - quality assurance system in place for all services and being introduced to new services.

Service Users are on St. Joseph's Board - individuals have had training and support to participate in these meetings and the board has looked at how they work to ensure people are involved as much as possible.

Dare to Dream days - meetings with facilitator from outwith provider looking at the future of the organisation and what service users, carers and staff would like.

Questionnaires to service users and families - these have been circulated and are being collated at present.

St. Joseph's Strategic Plan 2012 - 2013 which has been shared with all staff members.

Peer Reviews by Practice Development Leaders - these look at staff supervision / support plans / health & safety / induction book and learning log / and policies & procedures. These are to be carried out every three months with actions identified to be followed up on.

Areas for improvement

This area is characterised by major strengths in the way St. Joseph's is looking to ensure that high standards of support are maintained to all the people they support.

Peer Reviews required to be established and maintained within all parts of the service which the service aims to do. Also the Quality Assurance system, PQASSO will be implemented in all the new services with the objective to have it externally evaluated once this has happened..

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	6 - Excellent
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
28 Jun 2010	Announced	Care and support 4 - Good Staffing 5 - Very Good Management and Leadership 5 - Very Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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