

The Richmond Fellowship Scotland - Perth & Kinross Housing Support Service

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Type of inspection: Unannounced
Inspection completed on: 2 December 2016

Service provided by:
The Richmond Fellowship Scotland
Limited

Service provider number:
SP2004006282

Care service number:
CS2004061307

About the service

The Richmond Fellowship Scotland is a charitable organisation providing services for people who have mental health difficulties, learning disabilities, autism, dementia and alcohol related difficulties. The Perth service does this from three different bases and includes outreach to people in the community.

Their core principles and values contains the following:-

We will maintain standards of care that reflect the National Care Standard Principles of; Dignity & Respect, Compassion, Inclusion, Responsive care and support and Wellbeing. In doing so, we will respect the rights, dignity, confidentiality, health and safety and choice of individuals and prevent harm. All staff are trained in Adult Support and Protection as part of their induction.

What people told us

5 service users, 2 relatives of service users and 3 care managers were spoken with during the inspection and 12 care service questionnaires were returned to the inspectorate. The views expressed were generally very positive about the service. Here are some of the things they said:-

Service users:

- I would be living in a hostel or homeless if it wasn't for Richmond.
- I am well supported here.
- I have friends who come and visit me and take me out.
- Staff support me to visit my family.
- I get on well with the staff.
- The service is brilliant.
- Staff cheer me up if I am feeling low.
- I get plenty of support and am happy with all my support staff.
- All the staff are very good to me.
- I have been involved in recruitment of staff.
- I wish I could make a cuppa in the staff flat at Simpson Square (passed on by inspector)
- Sometimes when I ring staff they take a while to get back to me. (passed on).

Relatives:

- They go the extra mile for the people they support.
- They have great compassion for the people they work with.
- Yes I am invited to review meetings.
- I am asked my opinion of the service.
- St Madoes has lots of social events and trips out for my brother.
- The service is flexible and accommodating of change.
- They try new things.
- Ten out of ten.

Care managers with service users placed:

- The service is very good.
- Reviews are very thorough and outcomes focussed.
- The service is good at breaking down barriers between people and engaging with them.
- Staff are well trained and confident.
- The service engages with health professionals to ensure people are well looked after.
- They cope really well with complex or challenging cases. People can progress really well with this service.

Self assessment

The Care Inspectorate received an extensively detailed and fully completed self assessment document from the service provider. We were very impressed with the way this had been completed and with the information they had provided under each theme that we were inspecting.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

What the service does well

The service had an excellent level of care and support for customers. The inspector was impressed with the way this service enabled service users with varying levels of ability to contribute as much as they were able to their own care planning and the service they received. Here are some examples of the strengths:-

- High levels of participation by service users. This included: participation events, service users involvement with recruitment, support for communication, support for choices, reviews of care, regular 'chats' with people including talking about quality, regular questionnaires to stakeholders, learning from and prioritising complaints, service user participation in training. The inspector was impressed with one instance of promoting choice where the service enabled a person with very limited communication to sample living in a different service because he had expressed this wish.
- Each service user had an agreed support plan which outlined how the service was going to support them. These contained good detail on how people were to be supported, relevant risk assessments such as for people at risk of falling, having weight loss issues and mobility issues. It was clear from support plans that there was involvement from external health professionals such as local GPs, speech and language therapy and psychiatry for those that needed this kind of support. Support plans looked at people as a whole and included things that were meaningful for them such as family, social activities and aspirations. All support plans looked at used the new outcome focussed support plan format.
- The inspector observed very good use of different communication methods with people as well as different activities which had been organised such as visits to a stables, the local town and to where people work. There was extensive opportunity for people to use and enjoy facilities in their local community.

Staff at the service and the way they were supported was excellent. Here are some examples of why:-

- Staff interviewed were familiar with the National Care Standards and could apply ideas like promoting independence or choice to their work roles.
- Training was of a high standard and included adult protection, outcomes focus, first aid, food hygiene. On the day of inspection an Abbot nurse was at one unit to train staff in peg feeding.
- Staff felt they had the proper equipment to carry out care tasks and enough time to do their allotted jobs. There was enough time for handover of information when they came on shift and there were team meetings. Service users who were interviewed were also very enthusiastic about the staff and highlighted their sensitivity, support, friendliness and flexibility.
- Observation of staff practice undertaking a variety of tasks with service users showed them to be confident, relaxed and professional in their approach. Service users confirmed they were treated with dignity and respect.

This inspection found a service that had been through a difficult year in terms of recruiting the right staff but had managed to maintain its person centred ethos, its outcomes focus and its high regard from service users and stakeholders alike. The service had continued to work to a very high standard.

What the service could do better

Although support plans for service users in the St Madoes service, which support tenants with severe physical and learning disabilities, were very detail. It was noted that they did not have their own discrete oral health plans. See recommendation 1.

It was also noted that outreach workers do not formally log off at the end of a shift. This was seen as a risk for staff - if management don't hear from them by the end of a shift. This was discussed with managers of the service who thought it would be a good idea to adopt such a system.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The St Madoes service should adopt discrete support plans for oral hygiene which includes recording of daily support for cleaning of teeth.

National Care Standards 7 Care at Home - Keeping Well - Healthcare. 6 The provider will have arrangements in place to meet your healthcare needs in the best way for you. With your agreement, the provider will monitor your healthcare needs and, if there are concerns, will seek advice from your doctor or other member of the healthcare team.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

Date	Type	Gradings
2 Oct 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
26 Sep 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
30 Jan 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
29 Nov 2012	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
30 Jun 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
18 Aug 2009	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
9 May 2008	Announced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good

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