

Quarriers East Ayrshire Supported Living Service Housing Support Service

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Telephone: 01563 532930

Type of inspection: Announced (short notice)
Inspection completed on: 15 December 2016

Service provided by:
Quarriers

Service provider number:
SP2003000264

Care service number:
CS2008176525

About the service

Quarriers East Ayrshire Supported Living Service was registered by the Care Inspectorate 1 April 2011. The service has two registrations one to provide a Housing Support Service and the other to provide a Support Service Care at Home. These services are delivered in a combined way, to adults with learning and/or physical disabilities.

The service is managed by Quarriers, a national organisation, which is a registered Scottish Charity. The organisations head office is based in Bridge of Weir, Renfrewshire.

The service provides support to individuals ranging from a few hours per week up to 24 hours per day based on assessed need. The stated aim of the service is to improve the quality of people's lives through providing opportunities for social inclusion. Towards this aim the service has opened its office in the centre of Kilmarnock up to service users for a café once a week and for a computer group once a week as well as other ad-hoc social events. The service was providing a service to 28 people at the time of the inspection.

What people told us

Prior to the inspection we sent out 20 care standard questionnaires and asked the service to distribute them to people who use the service and their relatives. We received 12 completed questionnaires back. 100% of these either agreed or strongly agreed with the statement "overall I am happy with the quality of care and support the service gives me."

During the inspection we had the opportunity to speak with seven people who use the service. Again everyone was positive about the service they received. People told us:

"I've got an all-female staff team as this is what I wanted."

"They are doing a great job."

"They have a café on a Wednesday and we've had movie nights, bingo and snakes and ladders and the Go-for-it group is good."

"I wouldn't change anything about the service. I think it should be graded six or seven." (out of six)

"I can trust the management to deal with things."

"I was able to complain about one of the workers in my team." (and appropriate action was taken)

"They all do ma good job in here. They give me a good hand."

We also spoke with one community nurse and one care manager on the telephone on 15 December 2017. They were both very complimentary about the quality of support this service provides.

Self assessment

The Care Inspectorate received a fully completed self-assessment. The management team identified what they thought the service did well and gave some examples of improvements in x and y areas. There is room to improve the self-assessment by including more examples of outcomes for service users which highlight the strengths of the service. This was done very well in some places but not consistently throughout the assessment.

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

People who use the service told us that they feel listened to. The service has set up various initiatives to support this outcome. Service users have regular meetings with their keyworkers, six monthly reviews, various service user forums, the management team offer an open door policy if service users wish to speak to them and they were involved in this year's self-assessment. People feel encouraged to visit the office which in the past was not the case; during this inspection we saw really good engagement between staff and management and the people they support.

People told us that they are treated with respect and were confident that the staff understood what their needs were and what was important to them. People are supported by a staff group who are on the whole experienced, are given good training and support to do their jobs. Staff we spoke with came across as knowledgeable about the people that they support and all said that they enjoyed their work.

People told us that they are supported to do things that they want to do. Within care plans there were lots of examples where individuals were supported to do things very specific to their personal interests. There was evidence that service empowers people to do what they want and not what staff or relatives want them to do.

We spoke with professionals who were external to the service but who regularly work with the service. They were very positive about the quality of the service which is provided. They were very confident that the service works well with them to help improve outcomes for the people they support.

What the service could do better

While the service does have a development plan this is part of an overall organisational plan. We think that it would be clearer to follow and review if the localised development plan stood on its own. This would make sharing it with service users and relatives easier.

We shared with the management team that it was not very clear within care plans we sampled how staff were going to support people to have improved outcomes in different aspects of their lives. We suggest that staff are supported to make this clearer. Within the tools that staff use with people they support is a tool called Q Star, this should aid the process however action plans need to be clearer to support this.

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
15 Jan 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
9 Jan 2015	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
17 Jan 2014	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
27 Dec 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
19 Apr 2011	Unannounced	Care and support 4 - Good Environment Not assessed

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	4 - Good
24 Sep 2010	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
24 Sep 2009	Announced	Care and support	1 - Unsatisfactory
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	1 - Unsatisfactory

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