

Inspire Moray Housing Support Service Housing Support Service

5A Thunderton Place
Elgin
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Telephone: 01343 551428

Type of inspection:

Unannounced

Completed on:

3 October 2018

Service provided by:

Inspire (Partnership Through Life) Ltd

Service provider number:

SP2003000031

Service no:

CS2004073056

About the service

Inspire Moray is a service operated under a provider called Inspire Partnership Through Life. Inspire Moray is registered with the Care Inspectorate as a combined housing support and care at home service for adults with learning disabilities.

Inspire Moray currently provides support to five adults in two different locations, one of which is in Elgin and the other one is located within the wider Moray area. The service provides 24 hour support to people they support. The service has an office base in the town centre which is accessible to the supported people, their family and staff. The service had recently commenced an additional service provision which was being managed locally by a different manager temporarily. This additional service was being offered within the Moray area, again to adults with learning disabilities in their own homes.

Inspire has a mission statement which says:

'To be a leading charity in the field of learning disabilities and other support needs, developing a range of competitive services to facilitate an inclusive and integrated community through involvement of people we support and employees, enabling empowerment of individuals and encouraging potential to build independent lives'.

This service registered with the Care Inspectorate on 1 April 2011.

What people told us

For this inspection we gained the views of people in a variety of different ways. The manager was asked to distribute some questionnaires some time before the inspection and we spoke with a number of people the service supports.

People we spoke with were happy with the service they were receiving and told us they liked their staff. Some of the things people said to us were:

- 'I get on fine with my staff'.
- 'Things continue to get better, I like things more'.
- 'I can chat with my staff if I need them'.
- 'I'm happy with things the way they are'.

Self assessment

Self assessments are no longer requested from this type of service. During the inspection we discussed with the manager about the benefits of developing from quality assurance an improvement and development plan. The manager was asked to consider this moving forward.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

The care and support people experienced from the service was of a good standard. This meant there were important strengths with some areas for development.

The staff and manager had taken steps to develop how they were involving people in their care and support and we could see this work was still currently on-going. People who experienced support from the service shared with us how things were with their care and support. Everyone we spoke to was happy with their support and were able to identify things they had wanted to do or achieve. For instance, some people had been away on short breaks, or had attended concerts, or been on holiday. These were important activities to the people who were being supported and these featured in the outcomes document that staff completed. Staff needed to get better at recording the changes or steps that had been taken to help support people to achieve their outcomes, and this continues to be an area for development. Reviews for people had been happening regularly and people told us they were able to talk to staff when they had an issue or concerns.

When considering how people felt around their health and wellbeing, people were being supported to keep well, and access routine health appointments. Currently the service was supporting an individual to explore issues around their health. It was suggested to the manager that they could access some additional support from the community learning disability team.

Where people shared their homes, people felt they were able to get the support they needed. There had been some changes within the home where people shared, as someone had moved out to their own tenancy. This meant for the individuals who shared and the person living in their own home, the support they were receiving, fitted better with their support needs. It also demonstrated in the house where people shared that they were sharing with a smaller group of people, which meant people's needs were being met in an improved way.

Overall, the care and support was good, but the improvements identified within this theme would see this improve and develop.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The quality of the staffing theme was of a good standard, which demonstrated there were important strengths with some areas for improvement.

Recently there had been some staff recruitment and staff had been recruited safely. Once recruited into the service there was an induction pathway in place. This meant the core training staff needed had taken place prior to staff working in services, which then allowed staff to complete local specific training within the service. There was a series of shadow shifts for staff to take part in to allow them to get to know people they would be supporting.

Staff had regular team meetings, which acted as a support for them, but from the minutes it was unclear what had been agreed or discussed as the level of detail within the minutes was not good enough. Staff meetings were allocated a few hours for discussions. To keep everyone informed the person taking the minutes needed to make sure they were recording sufficient level of detail to inform others who were unable to attend.

When reviewing some recordings staff had written, we found some areas which needed to improve. To support improvements, the manager should consider ways to review staff recordings to make sure they are consistently written in a more positive and respectful way. These were highlighted to the manager.

Staff we met talked about the knowledge they had about people they supported and had worked well with people when we saw some of their practice. People told us that they liked their staff and that they supported them in a way they wanted too and this was similar when we observed staff interactions. Staff could tell us about their job roles and the support they were offering, linking this to what the person wanted from their support.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The quality of the management and leadership theme was of a good standard, which demonstrated important strengths with some areas for improvement.

The manager had been in post for nearly ten months and had set about improving the quality of service. This had been supported by the organisation's internal auditing processes, which focussed on a range of areas of the service. The manager had taken the findings from audits and worked through the majority of actions that were needed to be taken. This had seen improvements in some of the care and support, the frequency of staff

support and supervisions sessions, through to the follow ups from accidents and incidents. All of which supported staff to provide a better quality of care and support.

The improvement and development planning centred around the audit processes and we asked the manager to consider developing this further. There were a number of areas the manager had been working through which had not been detailed within these key processes. Through discussions it was identified that some audits of staffs recordings was necessary to ensure this was consistently respectful, as identified in the quality of staffing theme.

The organisation's quality partners had completed an audit around the Health and Social Care Standards, which was a positive step. The manager was asked to consider how they might develop on this to see how well the service was performing further against the new Health and Social Care Standards. The manager shared their office with another manager who managed another Inspire service. It was discussed with the managers to see if there was any scope for either manager to complete a peer audit on the other service. This had been something that had happened in the past, and the managers agreed to think about this moving forward.

Overall, things were improving and progress was being made to improve and develop the service and the quality of management and leadership.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The provider needs to ensure staff are working in a way which empowers supported people to have choice and control. To do this the provider needs to address the following areas:

- staff practice which did not empower people to have choice and control. For example, supporting people seeking permission to have visitors to their home,
- the practice of staff having keys to supported people's homes,
- supported people's perception that staff members were seen as their boss, or bosses.

In addressing these areas the balance of choice and control should sit with supported people, allowing the individuals to direct their support and care in full to meet their own individual outcomes.

In making this recommendation we have considered the National Care Standards, Housing Support Service, Standard 3: Management and staffing arrangements and Standard 4: Housing support planning. We considered the National Care Standards, Care at Home, Standard 3: Your personal plan and Standard 4: Management and staffing.

This recommendation was made on 25 January 2018.

Action taken on previous recommendation

The manager had discussed with people they support and staff about the recommendation. This was linked with supporting discussions about the Health and Social Care Standards, people's human right and best practice.

A key box was being used to provide emergency access to people's home and the practice of staff having keys to people's home had been stopped.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
25 Jan 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
16 Feb 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
7 Mar 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
13 Mar 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
25 Mar 2014	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
18 Feb 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
25 Jan 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
24 Jan 2011	Announced	Care and support 4 - Good Environment Not assessed Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
10 Feb 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
19 Feb 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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