

Eildon Housing Association - Station Avenue Outreach Housing Support Service

29/30 Station Avenue
Duns
TD11 3HW

Telephone: 01361 889138

Type of inspection:

Announced (short notice)

Completed on:

12 March 2020

Service provided by:

Eildon Housing Association Ltd

Service provider number:

SP2003001963

Service no:

CS2004056798

About the service

The service has been registered since 2004.

Eildon Station Avenue Outreach was registered in 2004 to provide a Housing Support and Care at Home service to people with learning disabilities in their own tenancies within a small development and to people in the wider community.

The service aims to assist adults with learning disabilities to enjoy a high quality of life by providing long-term homes with support and care. It is based on the following principles;

- "People with learning disabilities are individuals and their particular needs and wishes should determine the care and support they receive.
- People have a right to be treated with respect and to be supported in ways that maintain their dignity.
- People have a right to make decisions and exercise control over their own lives within the limitations of their understanding and ability."

What people told us

People we spoke to during the inspection and the feedback we received from people and their family carers who completed questionnaires in advance of the inspection indicated that they were happy with the service they received. Their feedback was used to inform the text and the evaluations within this report.

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 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	4 - Good

Quality of care and support

Findings from the inspection

We evaluated this area to be performing to a very good standard, based on the comments we received from people using the service and their families.

People said the service was very important to them and it had made a difference to their lives.

We met people who spoke about the support they received and how this had enriched their quality of life. People spoke about their support workers, saying they were nice, friendly and helpful and we observed staff displaying compassion and sensitivity.

Peoples healthcare needs are well known to workers who support them and there are good links and relationships with the learning disability team and other healthcare professionals.

The service recognises the importance of people receiving their medicines as prescribed. The service has systems to monitor medication support and where there are occasional errors the necessary action was being taken to address these. Locally they have developed an autism module to give staff more knowledge a greater understanding.

People were supported to plan and make their own meals, and it was nice to hear that staff support tenants to make fresh food and soups which shows awareness of peoples nutritional needs. It was good to hear that a tenant who was being supported to grown his own food was going to be able to use this for cooking in the future.

People have good support that is personal centred. Staff know the tenants, their interests, needs and what is important to them.

We did identify some areas for improvement. Peoples support plans should more clearly identify peoples personal outcomes and goals they are hoing to achieve as a result of using the service. These should be linked to daily recordings/diary so these outcomes can be easier monitored and discussed at the persons review.

The service is currently exploring different ways of monitoring outcomes and displaying these visually which would be of benefit people who do not read.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We have evaluated the management and leadership at this inspection to be good. While there were very many strengths demonstrated by the management team, there are some areas for improvement that need to be considered and developed.

The change in management team and structure has brought energy, enthusiasm, experience and professionalism to the management of the service.

Managers were open and transparent in their approach, demonstrating a willingness to learn from errors and embrace new ideas in order to improve the service to vulnerable people.

Regular management team meetings afford opportunities for managers to reflect on issues/practice and take any corrective action which the coordinator follows up to ensure actions have been taken as agreed.

The management team and staff have worked hard to make service improvements in a range of areas, from support planning to staff support/supervision.

With the benefit of various reviews, the management team have been able to develop an action plan and record progress.

The managers are familiar with the Health and Social Care Standards and the quality framework and had started using these to evaluate the quality of the service involving staff.

There are various auditing and monitoring systems in use, such as support plan and review audits which also ensures that the service is meeting its legal obligations.

We did identify some areas for improvement, which we are confident that the management team will consider and act upon.

The service should maintain the action planning process introduced following service reviews, so that there is a continuous improvement planning process in operation.

Audits, questionnaires, reviews, meetings and other opportunities to seek feedback from people using the service, guardians and relatives and other stakeholders, including staff should be used to inform the service's own self evaluation against the quality framework.

Whilst there were some examples of people using the service being involved in wider management activities, such as staff recruitment, this was not consistent. The service should consider ways people and their families could be involved in activities, recognising people are experts in their own care and, as such, build confidence and empowerment.

We also suggested that the use of the newsletter, particularly personal stories about people's lives are reviewed with people using the service. The provider should also update the website to show that services are registered and regulated by the Care Inspectorate. The manager confirmed that consideration will be given to the newsletter and website which is currently being amended/updated.

It would also be good to see more service specific aims and objectives developed, again with people using the service and staff, as this will form the basis of the service's self evaluation. The manager has confirmed that this will be actioned.

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 service provider should ensure that support plan and risk assessment information is up to date, accurate and reflective of people's care and support needs as soon as possible, until such time as the electronic plans are in place. This must include but not restricted to;

- the support needed to meet specific healthcare needs
- robust medication support plans and protocols for "as required" medication

- clear information and agreements to individual's capacity to manage their welfare, healthcare and finances and any restrictions in place.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices". (HSCS 1.15)

This recommendation was made on 26 March 2019.

Action taken on previous recommendation

This action has been met.

Recommendation 2

The procedure for recording, monitoring and evaluating explained and unexplained bruising should be improved to;

- ensure the procedure is followed consistently by all staff members
- ensure records evidence any further action taken
- ensure management have oversight to enable effective monitoring and evaluation.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event". (HSCS 4.14)

This recommendation was made on 26 March 2019.

Action taken on previous recommendation

This action has been met.

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
11 Mar 2019	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
29 Mar 2018	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
10 Jan 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
3 Nov 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
24 Feb 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
26 Oct 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
15 Dec 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
22 Dec 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
28 Jan 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
17 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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