

Turning Point Scotland – South Ayrshire Independent Living Housing Support Service

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Type of inspection:
Unannounced

Completed on:
19 March 2024

Service provided by:
Turning Point Scotland

Service provider number:
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Service no:
CS2004076848

About the service

Turning Point Scotland - South Ayrshire Independent Living service is registered to provide a combined housing support and care at home service. Turning Point Scotland - The Courtyard Prestwick recently merged with this service and is now overseen by one manager which goes under the name of Turning Point Scotland - South Ayrshire.

Turning Point Scotland is a Scottish charity and provides a range of community-based support services to vulnerable groups of people. This includes people with autism, learning disability, homelessness, substance misuse problems, people involved in the criminal justice system and people who experience mental health difficulties.

Turning Point Scotland - South Ayrshire is based in Ayr and covers the South Ayrshire region. People receive support to live in their own homes within the community. The service provides packages of support to meet people's needs. This ranges from 24-hour support to a few hours each day. At the time of this inspection 89 people were being supported by the service.

About the inspection

This was an unannounced inspection which took place on 15, 16, 18 and 19 March 2024. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with seven people using the service and eight of their families;
- spoke with 22 staff and management;
- observed practice and daily life;
- reviewed documents; and
- spoke with two external professionals.

Key messages

- People spoke very positively about the care and support they received.
- People received reliable and consistent support from a familiar staff team with whom they had positive, trusting and caring relationships.
- Family members felt involved and well informed, telling us they were very satisfied with the standard of care and support provided.
- People were supported to maintain their independence, social connections and links with their local community.
- The service had an enthusiastic and committed management and staff team.
- The service will benefit from improved quality assurance systems and processes.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

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| How well do we support people's wellbeing? | 5 - Very Good |
| How good is our leadership? | 4 - Good |
| How good is our staff team? | 5 - Very Good |
| How well is our care and support planned? | 5 - Very Good |

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We evaluated this key question as very good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

We found that members of staff at Turning Point - South Ayrshire were very familiar with the support needs of the people who they supported in a respectful, dignified and compassionate manner. We saw some warm and genuine interactions which provided appropriate reassurance to people when this was necessary.

Those people that we met and spoke with were positive about their experiences of the service and the staff who supported them. This confirmed that people were confident in the staff group who supported and cared for them.

The service acted as passionate advocates for people as they wanted the people they supported to get the most out of life and be as independent as possible. We saw that people took part in a wide range of leisure opportunities, and recreational activities both at home and in the local community were routinely supported by the service. Some people told us that this contributed to their overall self-esteem and confidence.

Comments included:

"I'm very happy with support, I get supported to lead a very full and busy life."

"I am supported to go to health appointments, they keep me right."

"I am very happy with my support, I like my staff."

"I'm very happy with my support, I have a very busy social life and am glad to have more drivers in my team."

We acknowledged that the Ayr and Prestwick areas have recently merged, and this change will take time to settle for everyone. During our inspection we observed that staff had developed good knowledge and understanding of individuals; this was supported by good continuity of staff who worked in small teams. This meant that people's outcomes continued to improve from the support of a responsive team who knew them well.

We saw that people's finances were managed safely to ensure that people could access their money when required. Regular audits took place to keep close checks on people's money and also to ensure that they maximised their benefits and were on the best tariffs for bills etc.

We saw that medication was managed safely, staff had competency checks and were aware of the most up-to-date medication guidance. The service regularly monitored and audited medication and staff received regular training to ensure safe practice which benefited people's health. The service worked proactively with the health and social care partnership, to ensure the correct level of support was made available to people as their needs changed.

We looked at various health charts that could tell us how the service was supporting people with various health needs. We saw several references to the term Challenging Behaviour; this is not a term that we would expect to see or hear when supporting a person who was feeling stress or distress. It was positive to hear that the registered manager had plans to work with the team to consider the best use of language and how that can impact on people.

Staff in the service understood their role in supporting people's access to healthcare. Staff recognised changing health needs and shared this information quickly with the right people.

Staff knew when to escalate any issues and report health concerns. We sampled accident reports and saw that a referral had been made for a person who had been falling a lot more recently. This meant that people could be confident that their health matters would be addressed promptly and the right care would be sought by the appropriate professional asap.

How good is our leadership?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service had a range of policies and procedures in place to guide staff practice, these had been reviewed and updated. We saw evidence of managers reviewing practice and policies in key areas and arranging for staff to access and undertake further training.

Communication within the staff team was good and information was shared well. This meant staff were kept up to date with changes in people's health and emotional needs so that people could be supported well.

Quality assurance drove change and improvement where required. There were some quality assurance systems in place which evidenced developments and improvements of the service. Regular auditing activity had taken place and was focussed upon identifying areas of strength and areas for improvement. However taking the merge into account this needed to be more consistent across the service. It would have been good to see completed audits for the service, including spot checks, support plan audits and managers' monthly checks.

The service has created a new role for a practice and improvement manager. The plan is for them to review the current audit tools and use the best ones to meet the needs of the service across South Ayrshire. This was a work in progress that we will be implemented over the next few months.

The service improvement plan was out of date and needed to be updated. This will ensure close monitoring of quality assurance processes. The plan should contain details of ongoing consultation and engagement with people, planning and service development activity.

The service improvement plan should clearly outline the future direction of the service and the managers were clear on that. The plan should also provide detail about how this would be delivered and what success looked like. This will ensure that people benefited from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

Staff had opportunities to reflect on their practice in supervision. Those we spoke to said they felt very supported; comments included:

"I love my job, I feel very supported."

"We get well trained and supported by the managers."

"It's so good to see the difference in the person doing well."

"The managers are all accessible and approachable."

"The training is excellent."

"Communication is effective and the staff meetings have been helpful."

"I feel very supported in the sense that everyone is very positive and just wants the very best for the people we care and support for."

"I feel I get support very quickly when required and everyone is very approachable."

"The service has been very welcoming and everyone has been keen to share their knowledge."

Team meetings took place where managers and the staff team shared responsibility for discussing how best to support people. We appreciate that they have not been happening as regular as the service would like but saw that they were scheduled in for the forthcoming year.

How good is our staff team?

5 - Very Good

We evaluated this key question as very good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

We observed staff engaging positively with people. There was positive feedback about staff practice from a range of people using or visiting the service. We observed good teamwork where staff were supportive of each other and communicated well with the manager and team leaders. Staff used person-centred approaches in engaging with people who use the service and treated people with dignity and respect.

We sampled records of staff training including the schedule for the upcoming year. We also saw the matrix of completed core training and refresher; some were completed online, and some were classroom based. All mandatory training was up to date.

Newly recruited staff benefited from a good induction programme. Staff were comfortable acknowledging their learning needs, and challenging poor practice. They were confident that the management would address issues brought to their attention.

Given the challenges to recruit staff, Turning Point had implemented a fast track induction. This meant that staff would be appropriately trained and had done shadow shifts on the lead up to all the necessary checks being in place. This was done in a safe way with risk assessments completed to ensure that new staff were appropriately supported in the interim.

Where appropriate there were person specific inductions in place for people who may previously have had a reputation to challenge. This helped staff to understand the person better and develop skills and learn strategies to support them to manage any stress or distress. Turning Point - South Ayrshire were very respectful about the people they support and sought to do all they could to reduce any upset or anxieties for people, therefore improving their outcomes.

Supervisions were taking place to provide staff the opportunity to obtain support and identify learning and development needs. Reflective approaches within supervision, and more regular recorded direct observations of staff practice, could help evaluate the quality of training, as well as the impact of training on staff performance.

Feedback from families included:

"Really good support, we'd be lost without this service."

"She gets so much out of the service and the staff really know her well."

"Staff are like extended part of the family."

"She was very anxious at first but she was quickly settled after meeting the staff, they are so good."

"He is in a much better place now and more like himself again."

"Excellent service, any problems they listen to you but never have any issues, they take on board what he wants."

"Staff came as strangers now they are like friends, they go over and above, I've really not a bad word to say."

"Very professional but still have a good laugh; 10 out of 10."

"Can't praise them enough, fabulous, no complaints, everyone bends over backwards to help, more friends like members of the family highly thought of them. No complaints."

"Very well impressed and more importantly he gets on very well with the staff as he can be difficult."

We saw evidence of improvements in how the service assessed individual staff training needs and this allowed proactive forward planning and coherence in how training and development opportunities were prioritised and developed.

We saw recorded observations of staff practice and staff had regular meetings which are well led and recorded. Team meetings often invite direct input from people receiving support and involve regular discussion of the service development plan. This helps to promote collective, and individual accountability for ongoing service improvement.

It was good to see that staff were promptly registered with the SSSC (Scottish Social Services Council). This meant that people could be confident that staff had appropriate checks done to ensure they were safe to support vulnerable people.

How well is our care and support planned?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People benefit from personal plans that are regularly reviewed, evaluated and updated involving relevant professionals (including independent advocacy) and take account of good practice and their own individual preferences and wishes.

We saw that people had very detailed current care plans outlining their support needs; those plans were person centred and focussed on outcomes. The information within personal plans was thorough about the individual, what was important to them, their preferred routines, their choices and wishes regarding their care and support. They provided a guide for staff to ensure that people were supported in an agreed and consistent way and that their wishes were respected. Plans had been formally reviewed with families and relevant professionals, where appropriate.

Risk assessments and safety plans were used to enable people rather than restrict people's actions or activities. Risk assessments were clear and guided staff well to ensure that people's quality of life was enhanced by least restrictive attitudes and guidance. We saw that risk assessments had been regularly reviewed and updated.

Some people had Positive Behaviour Support plans in place; they contained a very good level of detail to guide staff and support them to understand the person better.

Where guardianship or powers of attorney are in place, staff are clear which legal powers are relevant, and fully involve and consult with the guardian.

This meant that people could be confident that staff use personal plans to deliver care and support effectively. Also that personal plans were reviewed and updated regularly, and as people's outcomes changed. Where people were not able to fully to express their wishes and preferences, individuals who are important to them or have legal authority are involved in shaping and directing the care and support plans.

Complaints

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

Detailed evaluations

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| How well do we support people's wellbeing? | 5 - Very Good |
| 1.1 People experience compassion, dignity and respect | 5 - Very Good |
| 1.2 People get the most out of life | 5 - Very Good |
| 1.3 People's health and wellbeing benefits from their care and support | 5 - Very Good |

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| How good is our leadership? | 4 - Good |
| 2.2 Quality assurance and improvement is led well | 4 - Good |

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| How good is our staff team? | 5 - Very Good |
| 3.2 Staff have the right knowledge, competence and development to care for and support people | 5 - Very Good |

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| How well is our care and support planned? | 5 - Very Good |
| 5.1 Assessment and personal planning reflects people's outcomes and wishes | 5 - Very Good |

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