

withYOU East Craigs Learning Disabilities Service Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
13 March 2024

Service provided by:
withYOU

Service provider number:
SP2004005200

Service no:
CS2003055952

About the service

with YOU East Craigs Learning Disabilities Service, is a combined housing support, care at home service for adults with a learning disability or neurodiversity, living in their own homes.

The Provider withYOU has been registered to provide the service since 11 November 2007.

About the inspection

This was an announced (short notice) inspection which started on 7 March 2024. The inspection was carried out by an 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 four people using the service and four of their family
- Spoke with 10 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

Key messages

- Quality assurance was managed well and supported consistent practice
- Staff and people using the service had developed positive relationships
- Managers were supportive of staff
- People were supported to get the most out of life

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

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	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 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.

We observed warm, encouraging and positive interactions between people using the service and their support staff. People described feeling listened to and respected. These relationships had clearly had a positive impact on people achieving their outcomes. One person commented "I can't speak highly enough about (support worker)".

People were supported to make choices in all areas of their lives and to be as independent as possible. One person told us about the positive changes they had made in their life due to the support they had received, while another person commented "they encourage me". We observed staff supporting people to have a positive sense of worth, while discussing the person's achievements and goals.

People knew what to expect and who would be providing their support, with some people using visual aids and others calling the office daily to gain reminders. This meant that each person's support was person centred.

People were involved in making decisions about their care and support wherever possible. Review meetings helped people to consider any changes they wanted to make with their support and develop new goals. People were supported to gain confidence in developing new skills and engage with new opportunities.

People described a variety of social opportunities, activities and skills they had developed, including, using the gym, eating and cooking healthier options, volunteering, accessing employment, going to the theatre and spending time with family and friends. This meant that people were being encouraged to get the most out of life.

Support staff knew people's health conditions and needs well, and supported people to access community healthcare services, including GP and dentists. People were encouraged wherever possible to eat well and live as healthy a life as they could. Some people were supported with technology that helped to identify if they became unwell and required assistance. Staff responded quickly to on call alarms. This ensured that people's health and wellbeing were supported well.

How good is our leadership?**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.

The service used a variety of quality assurance processes, this included personal plan audits, medication checks, money audits and practice observations of staff. The managers had introduced an action planning workbook, which had supported staff to plan and update quality assurance processes.

Staff supervisions had increased in frequency, and the recording of these were detailed in the topics covered. These also referenced the outcomes of practice observations. This ensured that practice observations were a part of the continual professional development of staff.

An evaluative process had been conducted by an external consultant, which had resulted in a detailed report and subsequent action plan developed by managers. This had focused on the improvements the service hoped to achieve. We discussed with the managers how benchmarking the service against standards or quality improvement frameworks, could improve this further, as well as the addition of a more robust consultation process to gain meaningful feedback from people using the service.

Feedback from staff was positive about the managers, with staff commenting that managers were supportive and approachable. One member of staff commented "there's always someone available to talk to".

Staff commented that there had been limited opportunities for the team to meet to share practice, self-evaluate the service and gain peer support. We discussed this with the managers, who were in the process of developing a regular monthly team meeting format. We'll follow this up at our next inspection.

Feedback from people using the service was very positive, with those we spoke to commenting that they had no concerns or complaints to make about the service. People did however know how to make a complaint if they wished to. Some relatives we spoke to commented that communication had improved with managers.

Managers clearly understood what was working well in the service and the areas of improvement required. Improving the processes used and practice of staff was a priority for the managers and was reflected in the pace of change.

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

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

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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