

Enable Scotland East Argyll & Bute Housing Support Service

1 - 3 West Princes Street
Helensburgh
G84 8TF

Telephone: 01436 679711

Type of inspection:
Unannounced

Completed on:
11 April 2024

Service provided by:
Enable Scotland (Leading the Way)

Service provider number:
SP2003002584

Service no:
CS2004061920

About the service

Enable Scotland East Argyll & Bute provides a combined housing support and care at home service to adults with learning disabilities, mental health problems and physical disabilities.

The service provides support to people in their own home and also helps people access their community. Support is individually designed around people's needs.

The main office base is in Helensburgh and the service operates across Helensburgh, Dunoon, Lochgilphead, Campbeltown and Oban.

About the inspection

This was an unannounced inspection which took place on 8, 9 and 11 April 2024 between 11:15 and 17:00. 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 14 people using the service and two of their family, six people also responded to our questionnaire
- spoke with 13 staff and management with 10 people also responding by questionnaire
- observed practice and daily life
- reviewed documents
- received six questionnaires from visiting professionals.

Key messages

- People experienced warm and compassionate care.
- Staff and management understood people's needs and acted on changes.
- People benefited from being supported by skilled staff teams who worked well together.
- Staff were flexible in their work hours to ensure support was in place for people.

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 staff team?	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.

People experienced warmth, kindness and compassion in how they were supported. Engagement between staff and the people supported was respectful and attentive. People were valued and treated as individuals.

During the inspection, we met with many people who relied on staff to identify changes in their health and wellbeing and to act upon it to keep them well. There were countless examples where staff strived to ensure people were as well as they could be. Staff knew people so well that they could pinpoint small changes and were able to act to check what was causing the changes and then act on it.

Where people needed the support of GPs and physiotherapists, for example, staff were proactive in contacting these supports and following advice and guidance from them to keep people well. Staff listened to what people wanted to do for themselves and when they wanted staff to be involved. It was heartening to speak to a person who explained that for some health appointments, they were happy to pop into the surgery themselves but there were a couple of times that they did prefer staff to accompany them. People's wishes were central to decisions around their support.

In some situations, staff supported people's meal provision. In one case, a person spoke with pride about how they would make the dinner but the staff member would be around to 'just keep an eye on things.' In another situation, shopping was done on a weekly basis and batch cooking was an important and enjoyable part of the week. In some places, there was an organised meal planner in place but choice was still evident. Essentially, staff offered mealtime supports which suited the people they supported. One person beamed with delight when discussing their evening ahead which entailed having a pub meal and getting together with their friends there.

Taking part in physical activities helps to keep people well and can offer a chance to be around others enjoying a similar activity. There was access to a regular swimming group in Helensburgh which was enjoyed by several people during our visit. One family also told us how their loved one benefited from a walk with staff each week as it promoted their mobility but had the added impact of a 'good restful sleep.' For one person, watching a daily mass on TV offered them emotional and spiritual comfort. Staff had explored with people and their family what mattered to them and from there, care plans were developed. This meant that people's rights to choice and control around how they filled their day was respected and acted upon.

How good is our staff team?

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.

Staff were cheerful, friendly and very motivated to do the best that they could to support people. People spoke positively about staff and where people used non-verbal communication, we saw them smiling when staff approached them. It was heartening to observe warm relationships as they indicated people's confidence and comfort around the staff team.

Staffing deployment was very much designed around a person, and a key team was in place. This offered the benefit of people being supported by small teams of staff, reducing the amount of new faces that people had to get used to. People knew who was going to be in their house supporting them and new staff were introduced on a shadow basis before being directly responsible for delivering support. A steady staff team also supported a good understanding of what is required and allows for greater knowledge of a person's baseline presentation.

As with all services, recruitment has been challenging. Some parts of the service were more affected by others and that did mean some people had to get to know more staff to support them than those with steady teams around them. However, as staff had good communication skills, and a clear understanding of their role, this made people feel more comfortable with new faces.

Staff spoke positively of the continued efforts to recruit staff. They acknowledged that work was ongoing which offered support to the person themselves but also to the staff team. Staff were very committed to ensuring people were supported at all times. Staff pulled together as a team to ensure people had adequate cover. On occasion, some teams had minimum staffing levels which did mean that there was less flexibility in the day for people. For example, people and staff may not have been able to spontaneously go out for the day. This was not a regular occurrence and management were not complacent about this.

Staff were very flexible in their approach to work. Even on days when staffing numbers were low, staff would go in and cover 'pinch times' such as over a mealtime/medication time where staff could be very busy. It was also notable that many staff supported people to go on holiday, at points like that, they don't get the level of time off that they would on a normal shift. Staff commitment to people getting the most out of their life was a strong feature of this service.

It is important that staff feel that they too are supported. Staff felt that they were respected and valued as a team. They liked that management were hands on and approachable. Supervision was in use but management advised they needed to catch up with all staff to complete this. However, informal support was very much in place which allowed staff to sometimes just get an opportunity to be reassured that they had done a good job or to reflect on what they could have changed to make things better. This was reassuring as it indicated a culture of listening and learning.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

People should experience safe and effective medicine administration to support their wellbeing. The provider should further develop the current protocols and paperwork for 'as required' medication to ensure best practice. The provider should complete regular competency checks by a suitably trained staff member for all staff administering medication.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: "My care and support meets my needs and is right for me" (HSCS 1.19) and "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

This area for improvement was made on 9 May 2023.

Action taken since then

The provider had developed, and was using, more detailed protocols for 'as required' medication. We discussed this with management as some staff were worried that they would not always be able to accurately describe some people's signs in relation to changing health. We have offered reassurance to management that as long as they are capturing the well-known signs then this will suffice. It is not possible to fully interpret every sign in relation to changing health needs. It is important though, that they continue to monitor and act on people's health needs.

Competency checks were in place which are important to offer people and their families reassurance that staff are skilled and knowledgeable in relation to medication support. In one setting we found old covert medication paperwork, we reiterated that if not in use, it should not be in a care plan and if in use, it needed to be reviewed.

This area for improvement 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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.