

Threshold Support Services - Housing Support Housing Support Service

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LARKHALL
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Telephone: 07341498723

Type of inspection:
Unannounced

Completed on:
5 July 2024

Service provided by:
Church of Scotland Trading as
Crossreach

Service provider number:
SP2004005785

Service no:
CS2008191123

About the service

Threshold Support Services - Housing Support and Care at Home is registered to provide a housing support and care at home service to adults living in the community in their own homes. The service supports people with learning difficulties', associated physical disabilities and mental health problems living at home within North and South Lanarkshire. The provider is Crossreach.

People are supported within a model of supported living. The range of support hours varied based on assessed need from 11.5 hours per week to 24 hours a day.

The registered manager co-ordinates the overall running of the service . Senior support workers hold some management responsibilities, and along with support workers provide direct support to people.

At the time of the inspection there were 10 people being supported by the service.

About the inspection

This was an unannounced inspection which took place between 3 and 4 July 2024 between 10:30 and 19:00. The inspection was carried out by one inspectors 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 one relative;
- spoke with six staff and management;
- spoke with one visiting health professionals;
- visited people in their homes and observed practice; and
- reviewed documents.

Key messages

- People experienced very good outcomes and were supported by compassionate staff who knew them well.
- Staff were responsive to changes in people's health and wellbeing.
- The service was in the process of reviewing and making improvements to personal plans.
- People benefitted from consistent and stable staff teams.
- Staff knew people well and we observed very good relationships between staff and service users.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had made positive progress in completing their self-evaluation. The service should continue to develop this approach to support improvement.

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 were treated with kindness and respect. We saw warm and pleasant interactions and there were very good relationships between staff and the people supported. People were supported by small "core teams" who knew them well. We saw that staff teams were consistent, enabling people to form good relationships. Family members told us "the service is absolutely wonderful, staff treat him with such respect and all know him so well". This helped provide assurance that people were treated with compassion in a person centered manner

People's health benefited from the care and support provided. People had access to a range of health professionals such as neurologists, mental health and learning disability teams, district nurses and podiatrists. Feedback from professionals we spoke to told us staff were proactive in seeking assistance in response to changes in health and wellbeing. Staff knew people well, and where incidents occurred we saw appropriate action had been taken. We highlighted where there had been some incidents which had not been recorded in line with the company policy. The management team agreed to take action to ensure all incidents are stored and recorded effectively. This will ensure there is effective oversight and people are kept safe.

Personal plans and risk assessments were a reflection of people's strengths and abilities. People were encouraged to take an active role in the planning and review of their care. Plans were aligned to best practice "The keys to life: Improving quality of life for people with learning disabilities", and provided guidance to staff on how to enable people to participate and make choices. Families were routinely involved in this process and told us they felt included and involved. This assured us people were listened to and their views were valued.

Where people had specific health related conditions such as epilepsy, information recorded could be clearer and better organised. We spoke to the management team about ongoing improvements to care plans to ensure this information is clear and easily available to staff. This ensure people's needs are met.

People's medication was managed safely. Medication systems in the service were robust and staff were appropriately trained. Effective oversight was in place by senior staff and the management team and as a result there was a low frequency of medication errors. There had been improvements in recordings of "as required" medication since the last inspection. We suggested improvements to the recording of audits.

The service was effective in the management of stress and distress symptoms. We saw very low incidences of restrictive practice as a result of service development and staff responding in a way that suited the individual's needs. Personal plans gave clear and detailed guidance for staff when dealing with stress and distressed behaviours. This lead to very good outcomes for people and ensures people feel safe and at ease.

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.

The staff team were motivated and supportive and shared the aims and values of the service. This meant that people were cared for by a dedicated and positive workforce.

Feedback from relatives and people supported was very positive about the quality of care provided. We observed people being supported to participate in activities they enjoyed and attend health appointments. This meant that people were supported with care that was meaningful and benefitted their wellbeing.

Staff knew people well and staff teams worked well together. There was a strong focus on matching staff to people supported, and people were supported by consistent small teams. One relative told us "staff know him really well, they all have different personalities and bring something different to his care". This ensures there is consideration of compatibility and promotes continuity of care.

Staffing arrangements supported positive outcomes for people. The service had recently made changes to their rotas and scheduling to ensure people's needs were met in the right way. The management team told us of a reduction in incidences of stress and distress since the change, and we saw communication and involvement from the staff team. This helps people feel included and supports better outcomes.

Staff were flexible and told us they felt supported in their roles. People using the service and staff benefitted from a warm atmosphere because there were good working relationships and a longstanding staff team. We saw evidence of regular supervision taking place, and service user focused team meetings. This allowed opportunity for discussion about professional development, and how best to improve outcomes for people. Staff wellbeing was a focus for the service and this was reflected in the feedback we received from staff.

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

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