

Falkirk Council Housing with Care Service Housing Support Service

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Unannounced

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Service provided by:
Falkirk Council

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About the service

Falkirk Council Housing with Care Service provides a combined housing support and care at home service for older people with a variety of care and support needs. People are supported to live as independently as possible, in their own flat or bedsit.

People using the service currently live in one of four care complexes in the Falkirk area.

At the time of our inspection, the service was being provided to approximately 120 people across the four complexes. At this inspection, we visited all of the four complexes.

About the inspection

This was a short notice announced inspection which took place on 11, 12, 16 and 17 July. 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 16 people using the service
- spoke with 24 staff and management
- observed practice
- reviewed documents
- spoke with visiting professionals.

Key messages

Improvements had been made in relation to some key areas across the service. These included:

- Improved recording of care and support systems to ensure timely and accurate record keeping.
- Improved staffing levels in line with the needs and numbers of people using the service.
- Increased local manager presence across all four complexes offering improved access to management and better transparency of practice.

The service continued to provide very good care and support.

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.

There were effective systems in place to ensure that people received access to health and wellbeing support, with actions taken to ensure people were safe in their homes and communities. This included supporting people to have assessments and access to moving and handling equipment and mobility aids, as well as accessing hearing and optician input for example.

People were supported to access health professionals and received support with appointments where needed. We heard from people using the service about how the care and support was responsive and flexible depending on their needs, for example, short-term increased support being provided due to periods of illness or recovery. People were reassured and felt respected and valued as a result of this.

People received support in line with their agreed personal outcomes plan and in keeping with their prescribed medication. Medication systems and practice was safe and robust and there were appropriate checks in place in terms of audits and observations of staff practice. This helped to keep people safe and well.

Managers acted in the best interests of both staff and service users to ensure people were safe, and this reflected skilled and confident leadership.

Across the complexes there was a sense of community, and this was aided by social activities and engagement opportunities, many of which were led by people who used the service and lived in the buildings. This greatly added to people's overall wellbeing.

Within one complex people had the option to access a meal provision. We spoke with people who used this and they were very complimentary about this and felt this was an added bonus of living in their homes. Meals were freshly prepared, nutritious and appealing, and people's feedback and preferences, as well as dietary needs, were taken on board in menu planning.

Staff interactions with people were relaxed, respectful and demonstrated positive relationships between people. Staff responded to people's needs quickly. Staff provided care and support in ways that boosted people's morale and helped to prevent isolation.

Staff responded appropriately to accidents or incidents, supporting people to get help as needed. Improvements had been made in terms of recording of care and support provided, meaning communication and liaison between staff was easier and more effective. Additionally, there had been improvements to recording and management of on call support for staff. This meant that there was a better sense of transparency and guidance to staff in terms of what to do in an adverse event. This offered learning opportunities for staff and ensured people were safe.

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.

There had been improvement made in terms of staffing resources across the service. This meant that staff were deployed in line with the needs of people using the service, enabling more responsive and quality interactions.

Staff felt there was more support to them in terms of staffing levels. Staffing levels were able to be flexible based on how people's needs were changing, and this helped staff to feel valued and listened to.

Management of resources had improved in terms of numbers but also in line with roles and responsibilities. This meant that staff were working in line with their roles and responsibilities with a focus on development opportunities being planned and managed through regular supervision. For some staff supervision was still to happen but we were confident that there was a robust plan in place to ensure these went ahead.

Some staff described better opportunities to reflect and discuss things within their teams.

Staff told us that they were working in a more open and transparent way. Access to training was very good, with staff completing a range of relevant training courses in addition to mandatory courses and refreshers. The skill mix was overall very good, with staff who were experienced supporting newer members of staff and very good planning overall to ensure consistency when agency staff needed to be brought in. This contributed to ensuring people's needs were met, and put less pressure on contracted staff.

There had been some changes across the service at the time of this inspection, and as a result some staff felt there was some division in the teams, some staff were anxious about the changes. Management staff had been supportive and taken steps to ensure communication continued and staff could be reassured. Despite these anxieties staff agreed that changes to communication and staff levels were improvements that made things better for everyone.

Systems were in place that ensured competency and support to staff in their practice. This offered a very good level of quality assurance that helped ensure very good support to staff and people using the service.

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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