

# Renfrewshire Supported Living Initiative Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
14 August 2024

**Service provided by:**  
Quarriers

**Service provider number:**  
SP2003000264

**Service no:**  
CS2004070419

## About the service

Renfrewshire Supported Living Initiative is registered to provide a combined housing support and care at home service to adults who have a physical disability, learning disability or acquired brain injury. The provider of the service is Quarriers which is a national organisation.

The office is in Paisley, where administration and senior staff are based with access to a training room.

At the time of the inspection the service was supporting 26 people living in the Renfrewshire and East Renfrewshire area. The registered manager was supported by a deputy project manager, four team leaders and a team of support workers.

## About the inspection

This was an unannounced inspection which took place on 07, 08 and 09 August 2024 between 09:30 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, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with 10 people using the service and two of their relatives
- spoke with 17 staff and management
- observed practice and daily life
- reviewed documents
- communicated with professionals supporting the service.

## Key messages

- Management and staff were very good at developing meaningful relationships with people and their families.
- Staff were highly motivated and committed to wanting to provide the best support to people.
- People were supported to participate in a wide range of person centred meaningful activities.
- The management team should ensure that all people supported are encouraged to develop their daily living skills to promote independence.
- The uptake of staff training was good, which improved staff knowledge and understanding.
- Support plans and risk assessments did not always guide staff on peoples' current support needs, which meant there was the potential of support provided not being consistent.
- Leaders were knowledgeable about aspects of the service which required improvement, to enhance the quality of support.
- As part of this inspection, we assessed the service's self-evaluations of key areas. We found that the service was not yet undertaking self-evaluation. We discussed the benefits of self evaluation and how this approach should be adopted to support improvement in the service.

## 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?	4 - Good
How good is our staff team?	4 - Good

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

## How well do we support people's wellbeing?

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 strengths had a significant positive impact on people's outcomes.

We observed people experiencing respectful and compassionate support, which demonstrated how well staff knew people and their preference of how support should be provided. We saw warm and genuine relationships between people supported and staff.

People can expect to know who is providing support on a day to day basis. Information regarding who was providing support was issued to people in a variety of formats based on people's preferences.

Support was generally provided by a regular staff team, who people were able to develop relationships with. However due to staffing levels, at times support for some people was being provided by staff out with the regular team. Although the management team were conscious of maintaining consistency where possible this caused some uncertainty for people. A relative shared "There is a semi-stable staff team, with the core team knowing x well. When staff are new they are phased into the support, but it does take a bit of time for people to get to know x, her ways and how she likes support to be".

People should be supported to get the most out of life, because staff have an enabling attitude and believe in their potential. There were some good examples of people being supported to maintain and develop their skills, particularly within community settings. However it is important that there is a consistent approach to developing life skills and promoting independence with all people supported (please see area for improvement 1).

Staff had worked hard to help people develop connections and to access activities within their local community to promote wellbeing and support good mental health. For some people their week was very active and varied, particularly if they were involved in activities alongside their peers. An individual told us "I am really busy doing lots of different things, I really enjoy my clubs, these are really important to me".

People were supported with a range of health and wellbeing activities to support their overall positive health, such as regularly attending swimming. People were supported with personalised support based on their individual needs. This promoted positive relationships and good outcomes in relation to people's health and wellbeing.

The healthcare needs of people were managed by the staff team. Staff accessed a range of health care professionals for advice and support when required. External professionals informed us that the service was generally responsive to their advice and guidance, which had a positive impact on people's health needs. We were informed by an external professional "The support team seem to know service users really well. They are aware of the recommendations that have been put in place and abide by them."

Systems were in place to support the safe management of medication. However this needs improved to ensure there is clear records detailing medication administered and tracking medication stored. To give assurances that medication is being appropriately administered it is important all staff are clear about their responsibilities in relation to medication support (please see area for improvement 2).

People can expect to have confidence in their staff team, because they are trained, competent and skilled. There was a wide range of training opportunities in place for staff, with both mandatory and person specific training in place. The uptake of mandatory training was very good across the staff team, ensuring staff were well equipped with the knowledge required to support people well.

People should benefit from support plans which are person centred, up to date and reflect their rights, preferences and desired outcomes. Support plans were strengths based, however for some it was difficult to ascertain how support was to be provided. Reviews were carried out regularly involving family members and setting outcomes for the forthcoming period. The outcomes detailed were generally activity based and not always directly linked to information in the support plan. To ensure support plans are effective they should be up to date, clear and descriptive, guiding staff to provide the right support at the right time and linked to up to date risk assessments to manage identified risks.

### Areas for improvement

1. The provider should ensure the service is exploring opportunities to increase people's independence and develop their daily living skills.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"I am empowered and enabled to be as independent and as in control of my life as I want and can be." (HSCS 2.2)

2. Systems and processes should be in place to ensure administration of medication is safe and effective. To do this the provider should at a minimum ensure:

a. Medication recording for each person are accurate, up to date and clearly reflect the medication prescribed and administered (including creams).

b. There is clear and accurate tracking of medication stored for each person.

c. Staff responsible for supporting people with medication clearly understand the process of and importance of recording and administering medication.

d. Medication audits are regular and effective; identifying gaps and actions required to improve recording and practice in line with current organisational policy and good practice guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"Any treatment or intervention that I experience is safe and effective." (HSCS 1.24)

### How good is our staff team?

**4 - Good**

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement. To maximise wellbeing and ensure people experience consistently good outcomes some improvements should be made.

The service detailed clear information regarding assessed support hours which then linked to rota planning and support hours delivered. The new electronic rota system identified any gaps in planned support enabling these to be rectified. We saw from recent and upcoming rotas that support hours were reflective of the assessed support required. Despite having a number of current vacancies, senior staff worked hard to ensure all support hours were covered by the regular staff team with gaps filled by staff known to people, agency or senior staff to maintain some consistency of support.

Staff should have time to provide care and support to people. We heard that staff were generally not hurried and were able to spend the time required to provide the support needed. A member of staff shared "We work hard while on shift but generally have enough time to provide the support needed and I feel very privileged to work alongside the people I do."

People should experience a warm atmosphere because people have good working relationships. Staff shared that they felt that staff teams worked well together, for the benefit of people supported. There was however mixed feedback in relation to the contactability of senior staff. We heard that at times this was difficult either due to senior staff working on shift and not being able to pick up the call or being on annual leave and them not being aware of this. This had the potential of staff feeling unsupported and not valued.

Observations of staff practice were in place in relation to medication support. These included clear feedback to staff on what has been observed and any improvements required. This gave management confidence in the staff team.

The service was working on improving the frequency of supervision and team meetings. Supervisions were beginning to utilise reflective accounts, which gave a good indication of where staff members were in their journey and their ability to reflect and develop. Team meetings covered a range of areas relating to staff, the organisation and people supported. It is important the organisation creates opportunities to give staff regular feedback on their practice to maintain motivation and ensure staff feel valued.

Recruitment information provided was sampled, and was in place as required. A small number of staff were not appropriately registered with their regulatory body. The service began working on this prior to inspection being concluded, however the monitoring system for registration should be more robust to ensure all staff are registered appropriately and appropriate actions including notification to Care Inspectorate taken if there is an identified issue (please see area for improvement 1).

## Areas for improvement

1. To ensure the safety of people, the provider should improve their overview of staff registrations with their regulatory body, Scottish Social Services Council, ensuring all staff are registered appropriately. Appropriate actions should be taken and notifications made timeously, when issues are identified.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

"I am confident that the people who support and care for me have been appropriately and suitably recruited." (HSCS 4.24)

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good



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