

# Oakridge Support Service Ltd Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
26 September 2024

**Service provided by:**  
Oakridge Support Services Limited

**Service provider number:**  
SP2004005330

**Service no:**  
CS2004073210

## About the service

Oakridge Support Service Ltd provides support for up to 16 adults with a learning disability, in a terrace of four houses in a mainly residential part of Inverness, close to the city centre. The service aims to assist tenants to access community based activities, maximise each individual's potential, promote individuality and independence while providing a level of security through planned support. Staff work with tenants to achieve the quality of life they strive for and to practise in a manner that does not stigmatise or disadvantage tenants.

The service works with tenants individually or in small groups. The level of support varies based on the needs of each tenant. A sleep-in staff member is available between 11.00pm and 7.00am.

## About the inspection

This was an unannounced inspection which took place between 24 and 26 September 2024. One inspector from the Care Inspectorate carried out the inspection.

To prepare for the inspection, we reviewed information about the service which included previous inspection findings, registration information and information submitted by the service.

In making our evaluations of the service we:

- spent time with the majority of people receiving a service;
- spoke with three legal guardians over the telephone;
- spoke with a visiting professional;
- reviewed returned electronic questionnaires;
- spoke with staff and management; and
- reviewed documents and records.

## Key messages

The service was well led and managed by a competent and professional leadership team.

People were very happy living in Oakridge and spoke highly of the support they received from staff.

Staff were kind, caring and competent in their roles.

Families spoke highly of the care their loved ones received and felt re-assured their relatives were well looked after.

Staff understood the importance of promoting good health and ensuring people's health needs were met to a high standard.

As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had begun to use self-evaluation, however, further work is required 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 have evaluated this key question as very good. This applies to performance that demonstrates major strengths in supporting positive outcomes for people.

People were supported by a kind and caring staff team. Staff worked well with partnership agencies to ensure people's health needs were met and promoted. Staff were quick to pick up changes in people's health and sought the right health advice at the right time. Good health was a priority for supported people. Staff advocated strongly to ensure people's health and emotional needs were met. Staff encouraged people to attend health appointments such as; dentist, optician and health screenings. If people were worried about their health, staff took time to listen and alleviate anxieties. We saw some good examples of when staff support and health inputs had resulted in people living a much more comfortable life.

Guardians and family members were consulted and involved in their loved ones' health care decisions. Families were reassured that staff kept them up to date with changes in loved ones' health. They were very complimentary about the care their loved ones received. Some of the comments we received included:

"The staff support my relative to health appointments, they are easy to talk with if I have any worries."

"If the staff have any concerns they will get in touch with me and we work in partnership. They are really good at picking up on if my relative is feeling poorly and help him with that."

"The staff are really good at getting in touch if they have any concerns, they always follow advice given." (professional).

When we considered the provider's "Abuse guidance policy" it was out of date and did not reflect current good practice guidance or legislative requirements. Although we were satisfied adult concerns had been followed up appropriately and people's well-being had not been compromised we will make an area for improvement (see area for improvement 1).

The provider was good at analysing accidents and incidents to ensure safe care was delivered. However they needed to remember to notify the Care Inspectorate of certain events. This will ensure the Care Inspectorate has an oversight of accidents, incidents and complaints and can check these have been managed appropriately (see area for improvement 2).

### Areas for improvement

1. To further promote the safety and wellbeing of individuals the provider should review their current "abuse guidance policy" in line with good practice and legislative requirements. This should include staff being knowledgeable and knowing when to make an "adult concern" referral to NHS Highland.

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

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11); and

'I am listened to and taken seriously if I have a concern about the protection and safety of myself or others, with appropriate assessments and referrals made.' (HSCS 3.22).

2. The provider should improve their practice of informing the Care Inspectorate of any notifiable events as detailed in 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'.

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

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11); and

'I use a service and organisation that are well led and managed.' (HSCS 4.23).

### How good is our staff team?

### 5 - Very Good

We have evaluated this key question as very good. This applies to performance that demonstrates major strengths in supporting positive outcomes for people.

People were highly satisfied and very complimentary about the care and support they received. We observed warm and caring relationships between people and staff. People felt safe and secure as there were always staff available to support them.

The model of care at Oakridge allowed staff to be flexible and responsive to people's needs. The right number of staff with the right skills were working to support people's outcomes. Staff had time to provide care and support with compassion and engage in meaningful conversations and interactions with people. People felt listened to, involved and in control of their lives. Staff were there to help and guide them. Some of the comments we received included:

"The staff are very friendly and we all get on well and help each other."

"The staff are very attentive. We feel safe and will get staff to check who is at the door if someone comes to the door. It is always easy to get hold of staff. The staff make us laugh."

"The staff are very good and caring and supportive. They keep me safe. They make sure you're OK and that you look after yourself. The staff are happy and make us laugh. We want to be happy and laughing."

## 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

It is recommended that the service explore the availability of Adult Support and Protection training and ensure that all staff members have the appropriate level of knowledge regarding this.

National Care Standards, Housing Support Services, Standard 3, Management and Staffing Arrangements.

**This area for improvement was made on 22 February 2017.**

#### Action taken since then

This area for improvement had been met as all staff had received appropriate training. There were further areas for improvement relating to adult support and protection that needed better managed. For further information see key question 1.

#### Previous area for improvement 2

It is recommended that the service should consult with the Scottish Social Services Council regarding the required qualifications for staff in a supervisory role and then ensure that these are met.

National Care Standards, Housing Support Services, Standard 3, Management and Staffing Arrangements

**This area for improvement was made on 22 February 2017.**

#### Action taken since then

The area for improvement had been met. All staff in a supervisory role were either completing or had completed relevant training.

## 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?	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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