

Aberdeen City & Shire Housing Support Housing Support Service

Enable Scotland (Leading the Way)
Thainstone Business Centre
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Type of inspection:
Unannounced

Completed on:
13 September 2024

Service provided by:
Enable Scotland (Leading the Way)

Service provider number:
SP2003002584

Service no:
CS2016348298

About the service

Enable Scotland (Leading the Way) Aberdeen City & Shire provides a care at home/housing support service to adults with additional support needs. The level of service varies according to need, including the provision of support to people in their own homes on a 24-hour basis, if required.

About the inspection

This was an unannounced inspection which took place on 10 and 11 September 2024. 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 six people using the service and two of their families;
- spoke with staff and management;
- observed practice and daily life;
- reviewed documents.

Key messages

- People's health needs were supported well.
- People's personal plans were person-centred.
- Staff worked well together and were responsive to people's needs.
- Staffing arrangements for the service were working well.
- Staff were appropriately trained to support people.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had an effective and well completed self-evaluation that was reflective of our findings.

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?	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?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Staff were respectful, patient and kind in their interactions with people. People told us they were well looked after. One person told us "The staff are nice and help me" and one family told us they 'couldn't be happier' with their relative's care.

People's health needs were being met with well-established links with healthcare professionals. People were supported to access regular check-ups and health screening appointments. Appropriate referrals had been made when people required specialist treatment or there was a change in their health. This meant people's health benefitted from the right healthcare from the right person at the right time.

People's personal plans helped provide a sense of who they were. Plans were well-written and comprehensive, with good information to guide staff how best to support the person. Families and people were involved in developing their personal plans to ensure support was tailored to meet their needs and wishes. One family told us 'They will phone me before any changes, to get my opinion and keep me in the loop'.

The daily notes in people's personal plans were held electronically, they were clear and mostly evaluated people's outcomes. However, we found significant gaps in recordings for one person and heard how wi-fi access can fluctuate in various locations making the electronic system difficult to use. This meant they lacked information that would contribute to the review and evaluation of people's care and experiences. We will follow this up at our next inspection.

People had active lives. People were supported into their community, to go on holidays, forming friendships, and use local amenities. This reduced people's risk of isolation, improved their confidence and developed positive and active routines.

People were empowered and enabled to be as independent and as in control of their life as they want and could be. The service encouraged and supported people to maintain doing their own shopping, laundry, and meal preparation. One person told us that they "enjoy helping to cook". This promoted a sense of purpose and accomplishment.

There were clear and consistent approaches to support people based on a positive behaviour support model. We observed staff being attuned and responsive to non-verbal cues from individuals, staff clearly knew people well. Where people experienced stress or distress, there was clear guidance and direction on how to support the person. This helped to reduce people's anxiety and de-escalate potential difficult situations which meant people were being kept safe.

People chose their own meals and when they ate. Mealtimes were flexible to suit people's activities and choice. People's individual dietary requirements, aids and preferences were known and respected. People were supported to eat a healthy diet to maintain good health. This meant people's nutritional needs were being met.

The service had a medication policy in place and medication audits were carried out. We examined a

sample of medication administration records and found that people had received the right medication at the right time. This helped people to maintain good health. We discussed processes around handwritten medication administration records and provided advice as to how to make the process more robust to prevent mistakes.

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 service had a staff team who had a mix of skills and experience, which provided consistent support for people. A real strength of the service was that staff were employed to work in specific support packages. An advert personal to each person was used to recruit staff. These were anonymised but shared a bit about the person's personality which allowed the service to recruit the best match for the person. People and their families had the opportunity to be part of the recruitment process if they wished. This ensured recruitment was tailored to meet people's needs and preferences.

Staff were welcoming, warm and working hard to support positive outcomes for people. We observed staff working well together in a supportive and respectful manner that helped to create a positive team spirit. One staff member told us their 'Team is efficient, robust and caring'.

Staffing levels appeared appropriate at the time of our inspection. Staff had time to provide care and support and engage in meaningful interactions with people. Rota planning was done in advance. People who required additional staff were clearly identified, for example, one person required two staff to support them to community activities. Staff arrangements ensured people were supported to their preferred routine and to attend activities that were important to them.

Staff described their colleagues and managers as supportive and approachable. There were clear points of contact should staff need support at any time. Systems were in place to support staff development which included supervision sessions and annual appraisals. This helped ensure a competent and confident workforce.

People could be confident that staff had the right knowledge, competence, and development to care and support them. Staff received a wide range of training specific to their role. A training matrix provided an overview of training completed and highlighted when refresher training was due. However, we heard some staff were not confident in using the electronic systems that were in place and felt additional support would be beneficial. The management team had identified this as an area for development and were planning to address this.

Observations of staff practice were assessing learning and competence. This helped to highlight good practice as well as areas for improvement.

Staff meetings were taking place regularly. This meant staff were provided with the opportunity to share ideas, views and to support communication across the organisation. The standard of recordings varied across the service. We recommended that a more consistent approach was taken.

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - 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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