

# Stranraer Skills Station Ltd Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
22 August 2024

**Service provided by:**  
Stranraer Skills Station Ltd

**Service provider number:**  
SP2021000173

**Service no:**  
CS2021000277

## About the service

Stranraer Skills Station Ltd is registered to provide housing support and care at home to adults with ill health, learning disabilities, physical disabilities, dementia, and autism in their own home and in the community. The provider is Stranraer Skills Station Ltd.

At the time of inspection, 53 people were being supported by the service. Support ranged from 30 minutes to 24 hours per day. The service is provided to people living in Stranraer.

The registered manager works from the main office base in Stranraer and is responsible for coordinating the overall running of the service. An additional manager and team leaders support manage the staff teams who provide direct support to people.

This is the first inspection of the service since it was registered on 29 September 2021.

## About the inspection

This was an unannounced inspection which took place on 19, 20 and 21 August 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 registration information, information submitted by the service and intelligence gathered since registration. In making our evaluations of the service we:

- Received feedback from 23 people using the service and five relatives.
- for people unable to express their views, we observed interactions with staff and how they spent their time.
- spoke with staff and management.
- visited 12 people in their own home.
- observed practice.
- reviewed documentation.

## Key messages

- The staff knew people well and treated them with kindness and respect.
- The service was well led with the management team being approachable and supportive.
- People's wellbeing benefitted from regular activity and social opportunities.
- Families reported being happy with the care and support their loved ones received.
- Person centred care planning had taken place to ensure that the care people received, met their needs.
- 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?	5 - Very Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	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 told us that staff interacted warmly and respectfully with them. Staff had meaningful conversations with people who experienced care which had a positive impact on how people felt listened to. This supported good conversations and growing good relationships and gave people a strong sense of their own identity and wellbeing. We were told that care and support was carried out in a dignified way and personal preferences and choices respected.

Feedback was positive about the quality of care and support people received. Comments included "I enjoy getting out and about, the service is brilliant, and everyone is friendly" "staff are very good and very attentive" and "I have no complaints about the service, I feel safe with my carers." Relatives' comments included "Mum is very happy with her care, they all are very kind and caring" and "the communication is excellent, I am always kept informed and receive a staff rota."

To meet people's medical needs, the service had a safe, well-managed medication system. Staff had received training, and had clear guidance, to support this task safely. Medication care plans were detailed and directed support. There was oversight of medication management which included reporting of errors and actions recorded. We were confident that people's medication needs were being regularly reviewed and monitored.

People's health benefitted from very good engagement with other health services. Other health professionals we spoke with told us staff were quick to act on health-related issues and were responsive to any advice given. This approach helped people keep well and ensured their health needs were being met.

Personal plans and risk assessments showed each area of care and support informed staff how to deliver care safely and took account of their personal preferences. We saw and heard about reviews which fully involved the person receiving care and their relatives. The interventions by staff showed that there was structure and meaning for the individual, encouraging independence and to take control of their life.

## How good is our leadership?

5 - Very Good

We found significant strengths in the leadership of the service and how this supported positive outcomes for people, therefore we evaluated this key question as very good.

The service demonstrated a positive attitude towards quality assurance. There were regular audits in all areas of care and support. The themes emerging from audits informed care planning, ensuring care was responsive to people's individual needs. The management team had a very good oversight of what was happening within the service. This assured us that processes were in place to promote a culture of continuous improvement and good practice.

A review of the complaints received by the service showed that these had been responded to promptly. Complainants were advised of the method of investigation and the outcome of their complaint. Where a complaint had been upheld an apology was offered. The findings of complaint investigations were used to

enhance learning and improve practice. This reflected a learning culture with improved outcomes for people.

There was a Service Improvement Plan and detailed self-evaluation which focussed upon improving the experience of people using the service. This demonstrated that there was a commitment to evaluating the service and learning from feedback from service users, relatives, and other stakeholders. We discussed with the management team how to support further involvement and sharing of the service improvement plan with staff and service users.

The service produced a regular newsletter that provided good information on what was on offer in the service and activities that had taken place. The newsletter included an invitation to friends and relatives to share their views on the service provided. The feedback from those who responded was overwhelmingly positive.

Staff, relatives and visiting professionals spoke highly of the management team. They were positive about communication methods within the service. Staff felt able to approach managers and were confident that their views would be listened to.

Overall, we found very good leadership within the service, with a clear focus on improving the quality of life for the people they supported.

## How good is our staff team?

## 5 - Very Good

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

The staff team were valued by people experiencing care. We observed kind and caring interactions between staff and people, and saw laughter, encouragement and inclusion being supported. Some comments we received included: " the staff provide a relaxed, happy atmosphere that contributes greatly to coping with the daily struggles," and " the support and willingness to communicate with me is second to none". Relatives we spoke with said they felt well supported by the staff team and were reassured that their loved ones were being looked after. This assured us that the staff team were caring and considerate in their practice.

Staffing arrangements were based on the assessed hours of need for people receiving support. Therefore, the service worked hard to ensure that the right number and mix of staff were scheduled on for visits. People told us they valued consistent teams of staff, and this had recently improved. This ensured people were supported by staff they knew and provided continuity of care.

Staff were encouraged and motivated in their roles. Staff we spoke to told us that the management team were supportive. Training was ongoing and the service had team champions roles to support staff progression. There was evidence of good communication for staff including meetings, supervision, and annual appraisals. This ensured that the staffing arrangements were right, and staff worked well together.

Staff received supervision in line with organisational policy, where self-evaluation was used to encourage staff to reflect on their practice. Supervision provided an opportunity to talk about their development. Staff spoke positively of the process of supervision where they felt able to bring up anything positive or negative about their work and life outside of the service. They felt valued and a sense of commitment towards the service.

Staff were kept advised of organisational and social care updates through a newsletter. This had helped support staff in their role as well as keeping them informed about local news and surveys.

Stranraer Skills Station shared staff success and compliments received from people using the service and their families. By promoting a positive working environment where staff feel supported, and their achievements were recognised, there were high levels of morale and performance. This ensured that people were supported by a motivated and dynamic staff team to meet their needs, wishes, and outcomes.

## How well is our care and support planned?

**5 - Very Good**

We found significant strengths in relation to care and support planning and how this supported positive outcomes for people. We evaluated the performance of the service under this key question as very good.

It is essential staff have all the relevant information about each person to be able to deliver care and support effectively. Personal plans were clear for staff to follow and provided details of people's healthcare needs, abilities, and choices. The plans contained details on specific health conditions and information about the support required to help keep people well. This helped give staff a good understanding of the support needed when providing care to individuals.

We saw evidence of six-monthly care and support reviews taking place. The management team had oversight of this which meant people's outcomes were monitored regularly. Reviews captured the involvement of residents and relatives. This helped people to get involved in leading and directing their own care and support.

Where people were unable to make choices or decisions, supporting legal documentation was in place. This meant staff were clear about their responsibilities and supporting people with any decisions to be made or needed support to make. Personal plans contained future planning and people's wishes for resuscitation were noted with DNACPRs completed when this was people's chosen outcome. Future plans were recorded showing discussions had taken place around what matters to people and their families. This ensures people's rights and wishes are considered when their health deteriorates.

Contacts for relevant health professionals and family members were noted in plans, meaning people could be quickly contacted when issues arose. Relatives were invited to take part in reviews of care which gave an opportunity for them to give feedback and be involved in a meaningful way, in support of their family member.

When people's health needs had changed, personal plans and risk assessments were promptly updated. This ensured care and support delivered was responsive to people's changing needs.

## 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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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