

Turning Point Scotland - Perth & Kinross Housing Support Service

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Unannounced

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Service provided by:
Turning Point Scotland

Service provider number:
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CS2007145999

About the service

Turning Point Scotland's Mission Statement says: 'We specialise in supporting people facing the most complex and challenging situations by placing them at the heart of everything we do. We invest in skilled and passionate staff and affect change through high quality service, leadership and innovation'.

The Perth & Kinross service provided support to people with learning disabilities and associated complex needs. This included support for people in their own homes and an outreach service.

About the inspection

This was a full inspection which took place on 19, 23 and 24 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 one of their family
- spoke with 16 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- The service provided very good person-centred support for people.
- Staff were well trained, knowledgeable and encouraged by their leaders to reflect on their practice.
- Turning Point encouraged the people it supported to be involved in reviewing the service.
- Other professionals told us that the service communicated and worked well with them.
- Partner agencies said that the service provided robust and reliable support for people where risk had been identified and needed to be safely managed.
- The service's policies and procedures were clearly written, easy to follow and reviewed on a regular basis.
- The service had maintained the continuity of the support it provided, despite experiencing some staffing and management challenges.

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?	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?

5 - Very Good

We evaluated how well the service supported the health and wellbeing of people experiencing support and overall concluded that the performance of the service in this area was very good. We identified that there were very few areas for improvement and those that did exist had a minimal adverse impact on people's experiences and outcomes.

The service had stated values of respect, compassion, inclusion and integrity. We saw that all aspects of support from assessment and planning through to review of people's support, were conducted in a manner which was firmly embedded in these values. The service worked closely with community forensic social work and health services to support people. Some people's risk assessments concluded that, for safety reasons, some restrictions were necessary in their support. We found that the service successfully managed these risks whilst maintaining person centred support for people.

People should experience high quality care and support based on relevant evidence, guidance and best practice. The service had recently introduced support specifically for people who displayed challenging behaviour. Staff received training and mentoring to look at the evidence base for working with this client group. Staff were encouraged to reflect on each supported person's circumstances, their history and what factors may influence challenging behaviours. This was a good example of innovative practice, which we could see enhanced the skill and knowledge of staff and the quality of support they provided.

People supported by the service were on the whole very positive about the support they received. Staff were reliable and kept to pre-arranged meeting times. Staff treated people with dignity and respect. People told us that staff supported them with independence. Staff supported people to complete benefit applications and when they had to speak with large organisations such as the benefit agencies. Staff supported people to attend medical appointments and they helped people to understand what was being said at these meetings.

The service promoted inclusion by facilitating people accessing the community and pursuing their interests, attending events or going on overseas holidays. Most people told us that they had enough meaningful things to do. One man told us that he had been supported to move into his own home by the service and was about to go on holiday to Poland, with the support of staff. We found that the service had a can do attitude, inasmuch as they were innovative in the support provided. People felt that they could set themselves ambitious goals and they were encouraged to do so and not held back by risk adverse attitudes or resource restrictions.

People should be involved in improving the service they use, in the spirit of genuine partnership. The service sought the views of supported people on an ongoing basis and looked for feedback from referring agencies. One person told us that they had been involved in talking to people who use the service in another area of Scotland. They helped to share the views and ideas of the people they spoke to. The service was also looking for new ways to involve supported people in the running of the service. We heard that the service intended to look at involving supported people in their staff recruitment process.

How good is our leadership?

4 - Good

We evaluated how good the service's leadership was and overall concluded that the performance of the service in this area was good. We identified that there were important strengths and taken together these strengths clearly outweighed areas for improvement. These strengths had a significant positive impact on people's experiences and outcomes.

The service had recently appointed a new manager. For the nine months prior to this appointment, the service's management duties were covered by another manager. Although we heard that there had been some impact on the team's continuity, we concluded that the management situation did not have a noticeable impact on the support people experienced. We looked at the service's records of accidents and incidents. We found that notifications to the Care Inspectorate were not in line with regulations and established guidance. We are making this an area for improvement (**see area for improvement 1**).

We heard that the service was efficient in responding to enquiries from other agencies, and communication throughout the service to them was very good. Other professionals told us that the service sought advice where this was required, but worked autonomously when this was appropriate. They had confidence in the service's staff and also told us that the leadership was imaginative, reliable and promoted good person-centred values. Importantly, other professionals working with people with forensic backgrounds had confidence in the robustness of the service, its adherence to multi-disciplinary risk assessment and risk management plans.

We found that the service had clear policies and procedures in place, many of these were Turning Point wide but some were specific to this service. Policies and procedures were regularly reviewed and dated and were relevant to the operation of the organisation and the service. The adult support and protection policy identified that the well-being of people was paramount. It stated how the service intended to protect adults who may be at risk of harm and promote their interests. Staff were aware of their responsibilities and knew when and to whom they should report any concerns. The service's infection prevention and control policy was part of the organisation's approach to systems and practices, which aim to prevent and manage the spread of infections.

We found that the service's quality assurance processes monitored performance across its operations and were robust. For example, there were clear medication practice guidelines and procedures in place, which assisted and directed staff to carry out support associated with medication. Staff had received medication training and understood their roles and responsibilities when supporting people with their medication. We heard that earlier in the year there had been some medication errors in one part of the service. In response an assessment of the competency of staff was carried out. Staff were required to retake their medication training and daily audits of staff practice were introduced. We heard that this action had resolved the issues and ensured that safe and high standards of practice were maintained. We looked at a sample of recent medication records. We found no errors in the administration of medication and records were correctly completed. We concluded that people were being supported to take their medication safely, by staff who were well trained and competent.

Areas for improvement

1. To ensure that people are kept safe and well the provider should report all notifiable events to the Care Inspectorate in accordance with the established guidance in: 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is in order to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: 'I benefit from different organisations working together and sharing information about me promptly, where appropriate' (HSCS 4.18).

How good is our staff team?

4 - Good

We evaluated how good the service's staffing arrangements were and overall concluded that the performance of the service in this area was good. We identified that there were important strengths and taken together these strengths clearly outweighed areas for improvement. These strengths had a significant positive impact on people's experiences and outcomes.

People should be able to have confidence in the staff who support them because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes of practice. Overwhelmingly the people we spoke to receiving support were positive about their support and staff. Staff from other agencies recognised the skills and knowledge of the staff and had confidence in the service that they provided. Staff told us that they were part of a mutually supportive team. Staff valued the experience and knowledge of their colleagues and said that there was a good mix of people in the team. Staff told us that they had a range of relevant training, which they found informative and had helped them to provide better support for people. There was a comprehensive induction programme for new staff, which included statutory training, with development sessions throughout this period. All staff received development sessions regularly, and at least quarterly, along with an annual appraisal. All the staff we spoke to said that their development sessions were a supportive experience, where they felt safe to discuss the areas of their work where development was required. We saw that the records of development sessions encouraged reflective practice, which evidence supports as an effective method of enhancing staff knowledge and skill base.

The service's staff recruitment was conducted in line with safe recruitment guidance and all necessary checks were conducted. Staff told us that for most of the time there were enough staff working to provide high quality support and in general this rarely required the service to change people's ongoing support plans. One location seemed to face additional challenges in attracting staff due to its rural location. Staff told us that at times they felt under pressure because of staffing levels, but they never felt overwhelmed. Staff were also prepared to work additional hours to ensure appropriate staffing levels were maintained. We found that the service sought to recruit on a regular basis and there had been some improvement in staffing levels in recent months. We concluded that the service had done well to maintain the quality of support it provides.

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 leadership?	4 - Good
2.4 Staff are led well	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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