

Inspire Ellon Housing Support Service

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Telephone: 07943903324

Type of inspection:
Unannounced

Completed on:
17 October 2024

Service provided by:
Inspire (Partnership Through Life) Ltd

Service provider number:
SP2003000031

Service no:
CS2004073054

About the service

Inspire Ellon is part of a large charitable organisation. The service is registered to provide care at home and housing support to people with learning disabilities who live in their own homes.

At the time of the inspection the service supported two people.

About the inspection

This was an unannounced inspection which took place on 15 and 16 October 2024. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the 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 one person using the service and two of their families;
- spoke with five staff and management;
- observed practice and daily life;
- reviewed documents; and
- spoke with visiting professionals

Key messages

People were supported to access a range of activities.

There were good relationships between people and staff which supported good outcomes for people.

People's health needs were supported well.

People benefited from a consistent staff team.

Quality assurance processes were managed well.

There had been a change of manager 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?	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 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.

We observed that staff knew people well and had a good understanding of people's individual needs. This helped support good outcomes for people as the care and support was person centered. It was evident that the positive relationships helped enrich people's lives.

We were able to track people's experiences. We observed that individual care plans were detailed and accurate about people's needs. This meant staff had access to the right information to support people. For example, during the inspection we observed that staff followed the care plans. People's care and support was reviewed regularly, and plans were updated to reflect any changes to people's needs, care and support.

People experienced care and support from a consistent and stable staff team. This helped support and plan activities which people could manage. People were supported to access and participate in their local community at their own pace. The team worked together to consider people's needs and outcomes.

The service advocated for people and ensured people had access to external health professionals as required. People's medication was managed well and stored appropriately and safely. We observed the service was not always recording the date of opening on medication which had a shelf life; the manager was responsive to our feedback and had taken actions to resolve this during the inspection.

There were robust policies and procedures in place to guide staff. There was an overview and analysis of accidents and incidents. This meant that the service was working to learn from incidents. The service had quality assurance processes in place which helped drive continuous improvement.

People's daily notes were not always evaluative. Some of the notes did not reflect the outcome for the person. We fed this back to the manager and were confident this would be developed.

Families felt confident in the care and support their relative received and shared that communication was very good. We received positive feedback from a visiting professional who stated that the service was creative and worked to support positive outcomes for people.

How good is our staff team?

5 - Very Good

There had been a change of management in the service and at the time of the inspection an interim manager was in place. The manager had a good overview of staffing levels. This helped make sure people's needs were met. The service occasionally used agency staff but ensured on these occasions experienced members of the team were also on shift.

Staff were visible and people's care and support was person centred. Staff knew people very well and this promoted good outcomes for people. Staff were able to manage situations and support people at their own pace. The care and support were not rushed. Staff were observed to be flexible and responsive to people.

The staff team worked well together. It was a stable and consistent team, and it was evident staff were involved and shared ideas in team meetings. Staff had time to spend with people and we observed an in-depth understanding of people's individual needs.

Staff had access to appropriate training. This meant staff had the appropriate skills, knowledge, and experience to support people. Staff appeared confident in their role. Staff had access to regular one-to-one supervision and were involved in the service's development.

Families told us they felt confident in the service, that communication was good, and that staff were approachable and responsive.

Staff reported feeling supported by the manager who was visible and responsive. This supported staff well-being.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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