

The Action Group - Seafield and Edinburgh South Housing Support Service

The Action Group
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Type of inspection:
Announced (short notice)

Completed on:
8 October 2024

Service provided by:
The Action Group

Service provider number:
SP2003002593

Service no:
CS2018367075

About the service

The Action Group - Seafield and Edinburgh South, is a combined care at home and housing support service, based in across two areas of Edinburgh.

The service provides a service for people living in their own homes or within group living settings for adult with support needs.

The provider, The Action Group, is a third sector organisation which has been registered with the Care Inspectorate to provide the service since 04 April 2019.

About the inspection

This was an announced (short notice) inspection which took place between 25 September 2024 and 08 October 2024. The inspection was carried out by an inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, care questionnaires, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with 9 people using the service and 2 of their family
- Spoke with 10 staff and management
- Observed practice and daily life
- Reviewed documents

Key messages

- People were content with their service
- People were supported very well with their health and wellbeing
- Staff described managers as approachable and supportive
- Relatives were generally very positive about the service their loved ones received

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.

People's health and wellbeing was the focus of their support, with personal plans clearly detailing their care and support needs. Daily recording ensured that all staff had access to up-to-date information, which enabled them to appropriately support people to stay safe and well. This included risk assessments and other documents which gave staff confidence that their support was in keeping with people's preferences.

Medication was stored, recorded and managed well by staff, for those people that needed that level of support. Staff were able to describe the impact of medications on people and the importance of these for people's health conditions. This ensured that people were supported well to maintain their health with appropriate support with their medications.

Staff were very clear about their role in supporting people to access and cope with attending healthcare services. Staff had recognised people's health and wellbeing needs and made appropriate connection with healthcare professionals and services to support people when their health was affected. One relative commented "(relative) had a bit of a cough, they got an appt with the doctor, then followed that up. They are caring and look after his wellbeing". This showed that people got the right healthcare, from the right people, at the right time.

People were encouraged to eat well and make choices that supported their health and wellbeing, as well as taking into account their preferences. One person commented "All the carers are nice. I like to watch them cooking". Some people living in group setting were encouraged to plan menus together. Those people described a shared menu where they were encouraged to pick meals they enjoyed and eat together if they wished to. This meant that people were given a range choices of what and how they enjoyed their meals.

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.

Staff described enjoying their work as their teams were supportive and flexible with each other. We observed staff being friendly and helpful to each other. There was effective communication between staff, with opportunities for discussion about their work and how best to improve outcomes for people. Apps on digital devices supported the team to pass on information quickly and stay in touch with colleagues. We observed staff being friendly and helpful to each other. This meant that staff were communicating well with each other and developing good relationships which positively impacted on the outcomes for people.

Staffing arrangements for the service were determined by a process of continuous assessment. This included matching staff to people, to ensure compatibility and continuity of care and support. This meant that people knew who to expect and generally had continuity of care and support. This enabled positive and trusting relationships to be developed. Feedback from relatives was generally very positive regarding staffing, one relative commented "There are some really exceptional staff, that go that extra mile".

People using the service, and staff benefitted from a warm atmosphere because there are good working relationships. Staff worked together to care for and support people to live varied and meaningful lives.

In one of the group living settings, there was enough staff to support people well. Staff ensured that the atmosphere was very positive and made this feel like a family setting, one relative told us "They make you feel part of the family".

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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