

Support for Ordinary Living Housing Support Service

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Type of inspection:
Unannounced

Completed on:
21 November 2024

Service provided by:
Support For Ordinary Living

Service provider number:
SP2004005745

Service no:
CS2004069150

About the service

Support for Ordinary Living (SOL) provides a housing support and care at home service. They are registered to provide a service to adults over 16 years who have a learning disability, mental health needs and/or physical/sensory impairment.

The service supports people with a variety of different support needs and disabilities either in person from their support workers or virtually via their 24-hour SOL Connect telecare system.

At the time of the inspection 66 people were being supported by their own team of support workers and 150 people were supported in their homes via SOL Connect.

About the inspection

This was an unannounced inspection which took place on 18 to 21 November 2024 between 09:00 and 17:00. One inspector carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to deliver a very good or excellent level of care and support. No new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances, wellbeing, leadership, staffing, and planned care/support.

We confirmed that the service continued to provide a very good and excellent level of care and support. We know this because on the inspection we:

- spoke with 11 people using the service, and four of their friends and family members along with receiving 25 pre-inspection surveys
- spoke with 22 staff and management along with receiving 38 pre-inspection surveys
- observed practice and daily life by visiting six people in their own home
- reviewed documents
- obtained feedback from eight health professionals.

Key messages

Legal Assurances

We found the service was operating legally and in line with their conditions of registration, including having the appropriate insurance in place and a range of policies and procedures that promoted good outcomes for people. This meant that people were safe and protected from harm and could have confidence in the organisation providing their care and support.

Wellbeing

People's care and support benefited from staff who really wanted to be there for them and were kind, caring and compassionate. One person told us, "Staff are kind and professional", whilst another felt, "I am very happy with the service and staff, it suits my support needs".

Staff recognised people's changing health needs and escalated as necessary, either to senior staff or relevant health professionals.

People felt involved in decisions around their support and in control of their lives. One person explained, "I like all my workers, they look after me and do things I like", whilst another said, "I feel like I fit in".

The mobile service allows a more flexible approach for people with staff popping in throughout the day. This team were able to respond to unplanned support, for example, to help someone to the toilet because there was well-organised team working.

For those who were supported from their enhanced support, including one-to-one and/or two-to-one 24 hours a day, then we found great continuity with each person having their own team who know them well which in turn, allowed the person being supported to know the staff well too.

People who used SOL Connect found this to be invaluable, whether they used it at times of mental health crisis or for companionship, especially during the night. The service was able to be very proactive by calling people for gentle reminders or general welfare checks. Flexilife offered a short-term service from as little as one week, to give families peace of mind when they may need it. We spoke with people who used SOL Connect and they described it as, "like having my support worker with me 24/7", "it enables me to stay well and has reduced my hospital admissions", and "it has quite literally saved my life".

Leadership

We received positive feedback from people they support and staff about the management team. Many said the same themes about SOL being like a family, management being down to earth, approachable, available, and always there to respond to any concerns or issues.

Staff and management continually evaluated people's experiences to ensure that, as far as possible, people who were using SOL were provided with the right care and support in the right place to meet their outcomes. People were well informed and their views were important to drive improvement.

Management demonstrated a clear understanding about what was working well and what improvements were needed. They ensured that the outcomes and wishes of people who used the service were the primary drivers for change.

Management empowered others to become involved in comprehensive quality assurance systems and activities, including self-evaluation, promoting responsibility and accountability. People they supported were encouraged to take on various roles including as 'Quality Checkers', part time receptionist and running the 'Uptae' social club.

Staffing

People were kept safe because the service had effective recruitment practices in place with a strong emphasis on value-based recruitment. People could be involved in the recruitment process if they wished.

There was a clear link between the needs of people using the service and the skills and experience of staff being recruited. As a result, feedback about the staff from people who used the service, and their relatives was very positive. "I'd grade them a six - because they're excellent", was a comment made by one person they supported.

Staff told us there was a very good induction and training programme at SOL which supported them in their roles. One staff member said, "I have worked in care before, but this is the best induction and training I've ever had".

Staff training records were up-to-date for essential training and staff received regular refresher sessions. This, along with the positive feedback we received about staff, assured us staff had the necessary skills, training, and competence to provide safe care.

Learning opportunities were developed to support meeting outcomes for people who used the service based on evidence and best practice guidance. This was regularly analysed and evaluated, with new training planned as people's needs changed. People who used the service were involved in staff development and learning, if this was their choice.

Planned care/support

People benefited from dynamic, innovative and aspirational care and support plans that consistently informed all aspects of the care and support they experienced. People and, where relevant, their families, were fully involved in developing their personal plans.

Strong leadership, staff competence, meaningful involvement and embedded quality assurance and improvement processes supported this to happen.

Care and support planning maximised people's capacity and ability to make choices. This included the potential for people to reduce the support they received or change how it was provided.

People benefited from personal plans that were regularly reviewed, evaluated and updated and included relevant professionals involved in their wellbeing. They took account of good practice and people's own individual preferences and wishes.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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