

Tus Nua Care Services Ltd

Housing Support Service

Unit 25, Prospect Business Centre
Dundee Technology Park
Gemini Crescent
Dundee
DD2 1TY

Telephone: 07548993051

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Unannounced

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Service provided by:
Tus Nua Care Services Ltd

Service provider number:
SP2006958403

Service no:
CS2013316013

About the service

Tus Nua provides a housing support service for adults with learning disabilities and respite support service for their carers. The service's philosophy is that every person has the right to be treated as an individual and as a result, requires a personal programme of support and progression to meet their own needs and aspirations. The service is based at two locations; Carnoustie which provides respite support, and Monifieth which provides supported living for four men.

About the inspection

This was a Core Assurance inspection which took place on 13 and 14 November 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 eight people using the service and six of their family
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

Legal assurances

We found that the provider was operating the service legally and in accordance with their conditions of registration. A current insurance certificate was on display. The service's values and its aims and objectives were clear and shown on their website.

Wellbeing

The service's adult safeguarding policy and procedures were clearly written. They reflected current legislation and the local health and social care partnership's procedures. All staff had attended relevant adult support and protection training. We were confident staff had the right knowledge and skills, and they understood their responsibilities to protect people from harm. The service understood the importance of maintaining effective infection prevention and control practice (IPC). Staff had also recently attended training in IPC and they were knowledgeable about safe practice.

The service had a clear medication administration policy and well-written procedures. Staff who supported people to take their medication had all received appropriate training. The service checked medication administration records daily. The manager periodically audited medication records and observed staff practice. We found only one minor error in the administration of one medication and a recording error. The service addressed these matters immediately after we had identified them. Overall, we concluded that people were being supported to take their medication safely.

The service had robust procedures to support people to manage their money. These were straightforward and easy to follow. We saw that people's accounts were checked daily by staff and audited regularly by senior staff. We were confident that people were supported to manage their money safely.

The service supported people to attend regular activities in the community, and they also arranged excursions and trips out for people. The service had asked people and their carers what they liked to do and people's support plans contained good information about their interests. The people we spoke to, who were supported by the service and most of their relatives, told us that people had a wide selection of things to do. During our visits, people were being supported to access activities and pursue interests in the community, throughout most of the day. We heard a few suggestions that some of the activities could be more meaningful. Most of the relatives and other professionals we spoke to had confidence that the service was providing quality person-centred support for people and their families.

Leadership

The service had clear organisational procedures for recording accidents and incidents. Incident forms encouraged staff to reflect on their practice and helped the service to update people's risk assessment and management plans. Tus Nua has a very good record of submitting detailed notifications to the Care Inspectorate, in line with established guidance.

There was a complaints procedure in place, which was also available in an 'easy read' format, making it more accessible to the people the service supported. There were no recent complaints to the provider or the Care Inspectorate about the service.

The manager and seniors had effective oversight of the service to ensure quality care and support was provided. We saw that the service's leaders used quality assurance tools, which measured completion rates of tasks. The service had an up-to-date and detailed service improvement plan. It considered how well the

service was doing in all areas of its operations, which included the quality of support it provided; its leadership; its staff team and its premises. The plan identified priority areas for improvement; it set timescales for completion of improvements, and it identified who was responsible for driving these improvements forward.

Staffing

Appropriate background checks had been undertaken by the service and safer recruitment guidance had been followed. Newly appointed staff received an induction programme, which provided them with information about the service, its values and essential training.

There was a wide range of training available to staff, with high completion rates for essential and job specific training. Staff told us that their training was relevant, and it helped them to improve the support they provided to people. At our last inspection, we concluded that the service's adult support and protection training required updating. At the current inspection, we found that the service prioritised this and ensured that all staff had received updated training in this area. Relatives and other professionals told us that the staff had the right training and knowledge to support people well.

Staff told us that they were part of a mutually supportive team. We heard that the manager was approachable, knowledgeable and supportive. Staff received regular supervision and annual appraisals from their seniors or the manager. They found supervision supportive and they were encouraged to reflect upon their practice. Most of the staff and relatives we spoke to told us that there were enough staff to provide high-quality care and support. We heard from a few staff that on rare occasions, more staff in the respite service would be beneficial; however, there was no evidence to suggest that the quality of the service was compromised at such times.

Setting

Seniors and the manager logged maintenance and repair tasks and arranged for urgent repairs to be completed swiftly. Equipment was checked regularly to ensure that it was clean, safe and fit for purpose. An effective system was in place to ensure that people's laundry was cleaned safely. The environment at both sites of the service was clean throughout and free from odours, which meant that people enjoyed a clean, comfortable and welcoming environment.

Planned care/support

We found that support planning was person centred and supported positive outcomes for people. Support plans were easy to read and follow. They contained relevant information, such as health needs and support preferences. People's preferred methods of communication were stated and where there were communication issues, these were explained. The level of independent living skills people had, as well as where they required support, was also identified.

Support plans provided good information about the leisure activities each person enjoyed and the support they required to participate in these activities. Support plans were available in an easy read format and reviewed on a regular basis. Each person had risk assessment and management plans. These held details about any health risks, as well as the potential risks that each person may face or present. We found that support plans contained important legal documents, such as copies of guardianship orders and medical certificates.

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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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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