

The Kincarrathie Trust Housing Support Service

Housing Support Service

Caretakers House
10 Gannochy Avenue
Perth
PH2 7JR

Telephone: 01738 639359

Type of inspection:
Unannounced

Completed on:
29 January 2025

Service provided by:
Kincarrathie Trust

Service provider number:
SP2003002118

Service no:
CS2022000180

About the service

The Kincarrathie Trust Housing Support Service provides support to people living in their own homes within the Gannochy area of Perth.

The service comprises 62 individual properties with a community hall for social activities and gatherings. A sheltered housing support officer is on site Monday to Friday from 8am to 1pm. The service offers daily calls for the tenants to ensure their wellbeing and to coordinate assistance as required. Each property has a 'pull cord' to access emergency support and assistance. Some people receive additional support from external care providers.

About the inspection

This was an unannounced inspection which took place on 28 and 29 January 2025. 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 nine people using the service;
- spoke with two staff and management;
- observed practice and daily life;
- reviewed documents; and
- spoke with visiting professionals.

Key messages

- People benefited from warm, positive relationships with the sheltered housing support officer
- The service collaborated well with other professionals to maximise people's health and wellbeing.
- People were encouraged to give feedback and make suggestions for improvement.
- Staffing arrangements worked well for 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?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good
How well is our care and support planned?	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?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People told us that they were pleased with the range of facilities at the service. In particular, one person told us that they were very proud of their garden area which was accessed from their house via patio doors and was well looked after. This enabled people's interests to be maintained and helped to promote a sense of worth and supported their physical and mental wellbeing.

People enjoyed regular opportunities to socialise with each other. Regular events such as the weekly coffee morning, festive lunch, knit and natter meetings and exercise classes were planned and supported by staff. This helped to ensure that people could come together and reduced the risk of social isolation.

People benefited from having a good level of access to the sheltered housing support officer who knew people well. People could choose how often the service contacted them either in person or by phone call. Staff were respectful of people's homes, ensuring their privacy and dignity was preserved. Staff adhered to people's standards, choices and preferences in their homes. Warm, positive relationships were observed with the member of staff taking time to engage with people. Staff knew people's needs, wishes and preferences. This ensured people were supported to make choices and decisions.

Staff appreciated how important it was for people to keep in touch with friends and family. Staff supported people to maintain contact with the friends and family who were important to them. One person told us 'I got help to set up video calls but it means I can see my family who live in England.' This helped people maintain relationships as well as their sense of identity and security.

The service had established effective working relationships with a good range of health and social care agencies; working in partnership to support people to access the help they needed to promote their wellbeing. This included access to medical, dental, nursing and social care which meant that people could be confident their health needs would be met.

People living in the service had access to an emergency alarm call system. People told us that these were responded to quickly which helped them to feel safe and confident in their own home. One person told us, "I feel much safer living here".

How good is our leadership?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Appropriate statutory notifications following unplanned events, such as accidents, incidents and adult protection concerns, were reported in a timely manner to the relevant agencies.

The provider carried out regular service audits and checks. Some of the tools used, for example health and safety checks, were effective in identifying any issues and the service ensured that these were actioned, and a resolution sought quickly.

The provider had developed an overall improvement plan for the service. The plan provided direction for future improvements. The service had ensured that feedback from tenants' meetings was included. By doing so, this ensured that the wishes of people using the service were the primary drivers for change.

Quality assurance audits were carried out at a local level. Accidents and incidents were recorded and monitored. We sampled accident and incident reports within the service. We noted appropriate action was taken in response to any accidents or incidents that had taken place. Regular oversight by the manager identified and addressed any gaps. Whilst the provider utilised a range of quality assurance systems and audits, the approach to recording, collating and analysing data needed to be more robust. The provider should ensure its quality assurance systems drive service improvement as well as compliance.

Monthly newsletters were emailed or hand delivered to people using the service. This helped to keep people informed and ensure that they were aware of upcoming events or social activities.

How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People could be confident that staff were recruited in line with national best practice guidance, 'Safer Recruitment for Better Recruitment' and were registered with the SSSC in roles appropriate to their work. The recruitment packs had a structured and methodical checklist which included ensuring that a PVG (Protection of Vulnerable Groups check) was in place and two references had been received, including one from the person's most recent employer. The manager was aware of ensuring that all Home Office requirements were met, when necessary. This meant that staff were part of the professional workforce and suitable to work within social care services.

Staff we spoke with said they felt valued and had good access to training, supervision and appraisal. Training records indicated that staff had completed a wide range of learning and development opportunities relevant to the role they carried out. Where additional training needs were identified to develop or enhance existing skills and knowledge, they were supported to do so. Systems were in place to ensure that staff's training was kept up-to-date.

The service did not currently carry out any competency checks of staff practice. This would provide further assurance that staff have the right knowledge, skills and values to support people well.

How well is our care and support planned?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

There was a flexibility built into the how people could engage with the service. People could access support as and when they felt it was required. People using the service emphasised that this flexibility and person-led ethos had been central to their continued engagement with staff.

Where required, people's care plans and associated documents, which directed their support, were relevant and accessible. Plans contained a good level of information and were person-centred, taking into account people's individual wishes, needs and preferences. They contained person-centred information that included the level of support required, health needs and outcomes.

Where required, people's support was regularly reviewed by the service. This involved informal monthly reviews as well as formal six monthly discussions. In addition, the service updated people's plans following any changes in their health and wellbeing. This ensured appropriate support was in place to maximise people's wellbeing and minimise any risks.

Risks to people were identified and assessed with action taken to mitigate risks as much as possible. Where risks were identified, care plans were developed to inform staff practice.

Where people were not able to fully express their needs and wishes, plans reflected input from appropriate individuals, representatives or agencies and were supported by relevant legal documentation. This ensured that staff were guided to provide support to people in the way in which they choose.

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.1 Staff have been recruited well	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.