

Turning Point Scotland - Dundee Housing Support Service

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Unannounced

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Service provided by:
Turning Point Scotland

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CS2004077534

About the service

Turning Point Scotland – Dundee service delivers support to individuals living in Dundee with a learning disability, forensic histories or autism. The level of support provided is determined on an individual basis, ranging from a few hours to 24 hours a day. The service states that it is dedicated to providing individual and innovative support approaches that allow people to live the life they choose as independently as possible.

About the inspection

This was a full inspection which took place on 14, 15 and 22 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 four people using the service and two of their family representatives
- spoke with 11 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People experienced a compassionate and person centred service.
- Staff had forged trusting and effective working relationships with the people they supported.
- Professionals from other agencies told us that the service works well within the multidisciplinary team.
- Turning Point involved supported people in developing the service and aimed to empower them to represent themselves.
- The service's policies and procedures were clearly written, easy to follow and reviewed on a regular basis.
- The service's commitment to adult support and protection was evident and well documented.
- Staff felt part of a mutually supportive team.
- Staff said that their seniors and the manager were approachable, knowledgeable and encouraging.
- The service experienced some challenges regarding staff turnover but still maintained continuity in the support it provided.

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 evaluated how well the service supported people's health and wellbeing and overall concluded that the performance of the service in this area was very good. We identified that there were very few areas for improvement and those that did exist had a minimal adverse impact on people's experiences and outcomes.

The service had stated values of respect, compassion, inclusion and integrity. We saw that all aspects of support from assessment and planning through to reviews of people's support, were conducted in a manner which was firmly embedded in these values. We found that the service recognised people as experts in their own experiences and who knew what they wanted from a support service. People told us that they were treated with compassion, dignity and respect. They were fully involved in making decisions about their support so that it reflected their wishes, choices and desired outcomes. People's relatives told us that their views were considered. Welfare guardians reported that they were always consulted regarding important decisions about people's support, health and well-being. We found that the service had a can do attitude, inasmuch as they were innovative in the support they provided. People told us that they were supported to be more independent. People told us that they had enough meaningful things to do at home and in the community.

It is important that people can make informed choices and decisions about the risks they take in their daily lives, and they should be encouraged to take positive risks which enhance the quality of their lives. People felt that they could set themselves ambitious goals, that they were encouraged to do so and were not held back by risk adverse attitudes. One relative told us that the service had supported her son to become far more adventurous and independent. The service was committed to promoting engagement and participation of the people it supported. This started with seeking the views of people who used the service in respect of what support they wanted, as well as how they would like to access resources in the community. On a day-to-day basis this involved ascertaining what outings and activities people were interested in and where these could be accessed locally.

People should be supported to participate fully as citizens in their local communities. A group of people who used the service met on a regular basis and invited guest speakers from, for example, advocacy projects and from local government. The group sought to promote the rights of people with learning disabilities to various decision making bodies including the Scottish Parliament. We heard from other professionals that the service works well within the multi-disciplinary team to assess and manage risk, whilst continuing to promote its values.

We found that the service had clear policies and procedures in place. Many of these were Turning Point wide but some were specific to this service. These policies and procedures were regularly reviewed and dated. They were relevant to the operation of the organisation and were easy to follow by staff. Turning Point's adult support and protection policy was well written. We found that staff were aware of their responsibilities and knew who to report concerns to, within the service, and to statutory agencies. We saw good examples of the service raising adult protection concerns with statutory agencies. This demonstrated that the service was an important partner in protecting people who may be at risk of harm.

How good is our staff team?**5 - Very Good**

We evaluated how well the service's staff team were and overall concluded that the performance of the service in this area was very good. We identified that there were very few areas for improvement and those that did exist had a minimal adverse impact on people's experiences and outcomes.

People should be able to have confidence in the staff who support them because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes of practice. We found that staff focused on the wishes, choices and desired outcomes of the people they supported. Supported people and their relatives were very positive about the staff. One relative stated that staff focused on people's stated support priorities. We heard comments that staff were 'extremely good' and that they did 'a hard job, but a good job'. Another relative told us that staff had a 'fantastic ethos' and the support they provided was grounded in a common sense approach. We found that staff had built trusting relationships with the people they supported. People using the service felt listened to by staff.

Staff were well led, skilled, well trained and demonstrated good person centred values. In general, we found that there were enough staff to do the job well. We heard that, at times, staff turnover had been an issue, but this was well managed and had a limited impact on the continuity of support provided by the service. Staff told us that they were part of a mutually supportive team. They valued the experience and knowledge of their colleagues and felt supported by their seniors. Newly appointed staff completed an induction programme, which included online and in person training. Staff told us that they had a range of relevant training, which they found informative and had helped them to provide better support for people.

Staff received quarterly development sessions from their seniors; for newer staff it was more frequently than this. Supervision records contained relevant information, and in general these were completed to a high standard. All staff said that their development sessions were a supportive experience, where they felt safe to discuss the areas of their work where development was required. The service's staff recruitment was conducted in line with safe recruitment guidance and all necessary checks were in place.

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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