

Support Works: Group Three Housing Support Service

Craighall Centre
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Edinburgh
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Type of inspection:
Announced (short notice)

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Service provided by:
City of Edinburgh Council

Service provider number:
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Service no:
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About the service

Support Works: Group Three is registered as a housing support and care at home service. The service provides care and support to adults with learning disabilities, who have autism and/or mental health care needs, in their home and in the community.

People using the service have their own tenancies throughout the city of Edinburgh. Staff teams are based on-site and provide a constant supportive presence.

The provider of the service is the City of Edinburgh Council.

There were six people using the service at the time of the inspection.

About the inspection

This was a full inspection which took place from 05 February 2025 to 12 February 2025. We visited the service's site office on 05 February 2025 and observed people being cared for in their homes on 06 and 07 February 2025. This 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:

- spent time with three people using the service
- spoke with four people's family members
- received completed questionnaires from two family members
- spoke with seven members of staff and management
- observed practice and daily life
- reviewed documents
- spoke with health professionals who have regular contact with the service.

Key messages

People's health and wellbeing outcomes were being met.

People were supported to be as independent as possible.

People lived full lives and regularly took part in activities they enjoyed.

People were supported by staff they knew well and had positive relationships with.

Staff received training that was appropriate to their role.

Staff worked well together and were supported by a competent leadership team.

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. We evaluated the performance of the service under this key question as very good.

People experienced very good health and wellbeing outcomes as a result of their care and support. Staff interactions with people experiencing care and support were warm, encouraging and focussed on promoting people's independence. Staff were respectful when they spoke about the people they were supporting and showed patience in their interactions. People's wellbeing benefitted from being treated with compassion, dignity and respect.

Staff were focussed on achieving the best possible outcomes for the people they were supporting and caring for. Care was delivered at a pace suitable for each person. People were regularly supported by the same members of staff who spent time getting to know people. This meant that trusting relationships were formed between people and the staff who supported and cared for them.

Systems of communication had been developed. These were clearly noted in people's personal plans which guided staff on how to best communicate with people. These communication systems allowed for people to be involved in reviewing their care and support. This meant that people were involved in ensuring their service met their needs.

Systems were in place to safeguard people from potential harm and staff were aware of their responsibilities in this area. People's finances were safeguarded both at team level and through additional quality assurance measures. The service displayed very good practice by completing best interest decision making tools for larger purchases. These systems and procedures ensured that people experienced safe care and support. Staff showed strong values and a commitment to the people they supported and cared for. When asked what they enjoyed about their work, one staff member commented:

"what I love the most is developing people with disabilities. There's a misconception they can't do certain things and I like finding ways of helping people achieve things they thought they couldn't do".

People were encouraged to maintain contact with friends and family. Relatives confirmed they were able to freely visit their loved ones at a time of their choosing. People often left their homes to attend events or visit friends and family in the community. People's wellbeing benefitted from regular interaction with those who were important to them.

Plans which detailed how people would fill their days were displayed in people's homes. These plans took account of people's communication needs. People were busy and spent time doing activities they enjoyed. Staff had time built into their day that was dedicated to carrying out activities with people. People experienced very good wellbeing outcomes due to being involved in varied and regular activities.

People's health benefitted from regular engagement with other health services. People were in touch with social workers, GPs, learning disability professionals and a wide range of other specialists. The health professionals we spoke with commented favourably about their working relationships with the service. This multi-agency approach helped people keep well and ensured their health needs were being met and regularly reviewed.

Medication systems were very good. Staff had received training in the administration of medication which helped them gain confidence in their practice. Audits related to the administration of medication regularly took place. We suggested to the service that the auditing of medication practices would benefit from being expanded.

One person's family raised concerns about staffing arrangements in the service. By the end of the inspection, the manager had shared plans with the family on how this would be resolved. All other family members we spoke with told us they were happy with the care and support their loved ones received. One relative told us:

"I'm happy with them. They're honest. I don't know what I'd do without their help. Honestly, I think it's great. I did worry when (they) first went into care, but (they're) fine and I'm happy".

How good is our staff team?

5 - Very Good

We found significant strengths regarding the staffing of the service and how this supported positive outcomes for people. We evaluated the performance of the service under this key question as very good.

Strong recruitment process were in place to reduce the risk to people experiencing care and support. Staff were supported to register with the Scottish Social Services Council (SSSC). Staff were also supported to undertake professional qualifications to maintain their SSSC registration. Induction processes ensured that staff were regularly assessed to make sure they were appropriately trained to begin providing effective care and support to people.

Staff completed training that was relevant to their roles. This included training that was specific to understanding the needs of people being supported and cared for. Staff spoke favourably about the induction processes they had completed. Training records were kept which evidenced that training was up to date. People experienced care and support from well trained staff who were knowledgeable about their health related issues.

Staff carried out their duties in a way that demonstrated an understanding of the training they had received. Conversations with staff also evidenced their knowledge in supporting and caring for people. Staff spoke positively of their work and told us they were proud to work in the service. This demonstrated a commitment to both the service and the people they were supporting and caring for.

Arrangements for the one to one supervision of staff were in place. Staff spoke positively of the supervision process and told us they were free to seek support with any issues they faced. We suggested expanding quality assurance visits that were already in place to enable findings to directly feed into supervision processes. Staff also engaged in an annual appraisal process. Team meetings and staff forums gave staff further opportunities to discuss any issues they experienced and to contribute to the development of the service. This evidenced that staff were valued by leaders in the service.

Communication systems within staff teams were very good. The service made good use of handover meetings for staff members to share information with each other. Each part of the service had an experienced senior member of staff. This meant that care and support staff never felt alone in decision making and that a supportive presence was always available for them.

Staff reported that they felt equipped to do their jobs to the best of their ability. The manager regularly visited staff working in the service and offered advice and support. This promoted a positive and supportive

culture within the staff team. One staff member told us:

"with (the manager) I think we're lucky to have (them). (They) will listen to us and try to accommodate us. (They're) a very good manager. I can't find anything to complain about. With the seniors, if you have any concerns, you can talk about it and try to find a solution. We have good team work here".

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure that any treatment or intervention is safe and effective the provider should improve on current medication systems and practice. This should include, but not be limited to, ensuring that:

- 1) processes are in place to regularly assess staff practice and competency in medication management and records maintenance,
- 2) accurate records are kept for all medications being administered, stock counts should be maintained and the service should implement systems that prevent overstock of medication, and
- 3) audits should generate an action checklist which evidences that desired changes have been effectively implemented.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'If I need help with medication, I am able to have as much control as possible' (HSCS 2.23).

This area for improvement was made on 27 January 2023.

Action taken since then

Our findings related to the use of medication in the service are contained within the main body of this report, under the heading 'How well do we support people's wellbeing?'

This area for improvement has been met.

Previous area for improvement 2

To ensure that all staff are registered with the SSSC and that management have an overview of service compliance with registration best practice, the provider should:

- 1) develop a service wide matrix or database that evidences when staff were registered, and
- 2) ensure that staff are registered on the appropriate part of the register.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which

states that: 'I use a service and organisation that are well led and managed' (HSCS 4.23) and 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

This area for improvement was made on 27 January 2023.

Action taken since then

Our findings related to staff registration with the Scottish Social Services Council (SSSC) are contained within the main body of this report, under the heading 'How good is our staff team?'

This area for improvement has been met.

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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