

40RRC

Housing Support Service

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Edinburgh
EH7 6HP

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Type of inspection:
Announced (short notice)

Completed on:
18 February 2025

Service provided by:
Visualise Scotland

Service provider number:
SP2003002589

Service no:
CS2023000243

About the service

40 RRC is registered to provide combined Housing Support and Care at Home to people with physical and sensory impairments and learning disabilities who are living in their own homes. The service was provided by Visualise Scotland. Two staff teams provided care and support to five people living in two separate properties.

About the inspection

This was a short notice inspection of the service which took place on 18 February 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:

- met with three supported and the staff members supporting them
- we talked the manager
- reviewed a range of documents, including the personal plan, staff meetings, staff one to one meetings and quality assurance documentation
- gave the opportunity for relatives to give feedback through questionnaires

Key messages

- The support was provided by well-established teams who knew people very well. This helped each person achieve their outcomes by being supported in the way they preferred by staff who had built up trusting relationships with them.
- Wellbeing, confidence and social activities were promoted. Health needs were escalated to relevant health professionals where needed and out with this were very well managed by the staff team.
- The manager had a strong oversight of the care provided, and this meant any issues could be promptly addressed.

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 leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	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; therefore, we evaluated this key question as very good.

People experienced care and support from well-established knowledgeable teams. The staff teams were very responsive to people's changing health and care needs, including their preferences of support. This meant there could be confidence the support provided met people's individual outcomes.

Because staff knew the people so well, they quickly identified any changes to health and were prompt in accessing health professionals. Health and wellbeing was a priority and there were strong links to GPs and external health professionals.

The personal plan (care plan) gave detailed information about how the person wanted to be supported. This included information on health, wellbeing and communication. Plans were very well written staff being given the opportunity to add to the plan and update this as needed. This meant it was a more rounded tool to be able to support people, as each person would bring their own knowledge and insight into these.

Procedures were in place to safely support people with their medication. Medication administration was monitored well, and any errors analysed with staff to gain learning and bring about improvement. There were protocols in place to support the administration of "as required" medication. This ensured such medication was only given when needed, following specific guidelines.

As an outcome of a team day, each person had action plan of what was working well and what could be better. The team discussions for each person looked at what they wanted to achieve and how to support them with this, to make it a success. This was a very good piece of work putting people supported at the heart of the service.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the management of the service and how these supported positive outcomes for people; therefore, we evaluated this key question as very good.

The manager carried out one to one meetings with staff. This gave an opportunity for each person to reflect on their practice and identify any training needs. Supervision minutes we sampled were of a high quality and these happened every 12 weeks. The one-to-one supervision meetings were also used to support staff to reflect on and enhance their practice. There was a clear emphasis on value-based care throughout the supervision minutes. This showed us the manager was committed to ensuring people received the best support possible from a professional team with shared underpinning values.

There were clear channels of communication between staff and management. Team meetings were in place, and these were regularly held. These offered an opportunity for staff to share and contribute to the development of the service. Further work could be of benefit to link in with Visualises strategic goals to ensure all staff were aware of these and the link to their work role within the organisation.

The manager regularly provided the direct support, and this helped to maintain a good understanding of any changes needed to people's care. This also linked into being able to give proactive feedback to staff though

the one-to-one meetings.

Service managers meetings take place weekly where each service manager meets the CEO to discuss the service, and any development identified. This in turn would be fed back to staff.

The manager had facilitated two team days since July 2024. These benefitted the team by promoting open communication, positive working relationships and giving each person an opportunity to share ideas for improvements.

The provider had worked well over the last 12 months to implement organisational objectives for the strategic plans, implement and improve the quality framework, including overarching audits and support changing how documents were accessed and managed. This meant all the foundations organisationally were in place, it was now a case of embedding these into day-to-day practice.

How good is our staff team?

5 - Very Good

We found significant strengths in the staff team and how these supported positive outcomes for people; therefore, we evaluated this key question as very good.

People received one to one staff support. This meant everyone experiencing care had their care needs met on an individual basis. People experiencing care had the opportunity to meet any new staff being introduced. This meant that staff had time to get to know the person and learn what was important to them. Staff confirmed that they felt they had a good induction with regular ongoing support from the management team.

The staff team were well established and worked well together. Care was planned around preferences and needs. Staff worked well together for the benefit of the people supported.

Recruitment processes were thorough and completed in line with current guidance. People could be assured their staff were recruited appropriately and safely. All staff were registered with the Scottish Social Service Council (SSSC) and as such were subject to their codes of conduct.

There was very good underpinning knowledge of each person's care. Because of this staff were flexible in how they supported the person and could quickly adapt to any changing care needs.

Staff had access to a range of training opportunities. Staff induction was well managed with staff undertaking mandatory training before supporting people as well as opportunities to learn from more experienced colleagues.

How well is our care and support planned?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people; therefore, we evaluated this key question as very good.

Personal plans were easy to read, detailed documents which gave very clear information on how that person wanted to be supported. This led to responsive care and support.

Regular reviews were held with family, where appropriate, and the person supported. The reviews included detailed discussions covering all aspects of care identified in the personal plans. All reviews of care included

any identified actions, to ensure these could be tracked and followed up. All reviews sampled were of a very high quality. To develop these further, thought should be given to removing the scoring system linked to outcomes. This detracted from the person-centred way outcomes were written.

Daily notes were recorded on an APP on i Pads for each person, and this included how they spent their day and any changes to health and wellbeing, this had been newly introduced but was a very effective tool to record individual care.

People were supported to get the most out of life and to maintain and develop their skills, interests and strengths. There was a range of local community activities and staff supported this in a meaningful way for the person.

Key processes to monitor people's health were in place and were regularly reviewed. This meant people could be confident their health and wellbeing needs were being met. Where there were limits to people's lives, to ensure their safety, detailed risk assessments 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 leadership?	5 - Very Good
2.4 Staff are led well	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
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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