

Turning Point - Inverclyde Housing Support Service

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Type of inspection:
Unannounced

Completed on:
30 January 2025

Service provided by:
Turning Point Scotland

Service provider number:
SP2003002813

Service no:
CS2004077576

About the service

Turning Point - Inverclyde provides support to people living with a learning disability, autism and those with other complex needs, throughout the Inverclyde area.

They also have an established supported living and outreach support service for those who have mental health diagnoses; being supported to maintain their home and access volunteering, learning and development opportunities.

People were supported across 12 different locations. We visited people from seven locations.

At the time of this inspection, the service was supporting approximately 80 people.

About the inspection

This was an unannounced inspection which took place on 23, 25, 27, 28 and 29 January 2025. Feedback took place on 30 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 27 people using the service and four of their family. Fourteen people responded to our survey
- spoke with 30 staff and management. Thirty-nine staff responded to our survey
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals with a further six of them responding to our survey.

Key messages

- People benefited from a staff group who knew them very well and treated them with dignity and respect.
- People were very happy with the care and support they received.
- Staffing levels were right and people spoke highly of their staff teams.
- Staff morale was good and staff felt well-supported.

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, therefore we evaluated this key question as very good.

People experienced warmth, kindness and compassion in how they were supported. Engagement between staff and the people they supported was respectful and attentive. People were valued and treated as individuals.

People's personal plans provided good information to lead and guide staff how best to support people. It was heartening to be able to read about people and find that staff had captured important information about who the person was, their likes, wishes and views. This meant people were supported with regard to their individual situations. Staff took an enabling approach which considered and minimised risks. People's individual achievements were encouraged and celebrated. Staff applied the principles of dignity and respect throughout their working day.

Plans were kept up-to-date and reviewed involving people and any relevant family or professionals. If the use of a photo based plan/review suited better, that was used. This meant that people's preferred communication was valued and responded to.

During the inspection, we met with many people who relied on staff to identify changes in their health and wellbeing and to act upon it to keep them well. There were countless examples where staff strived to ensure people were as well as they could be. Staff knew people so well that they could pinpoint small changes and were able to act to check what was causing the changes and then follow up with relevant health staff. People had input from a range of healthcare professionals. They were supported to attend appointments where needed. This ensured that people's health and medical needs were met by relevant staff. People benefited from staff who took a proactive approach to promote their health and wellbeing.

Some people lived with moderate to severe mental health problems and/or issues with substance use. At times, their health could become quite poor. That often led to a level of chaos in their lives but they retained a significant element of comfort and sense of safety within their homes. People spoke with immense pride about their homes, they clearly felt secure there and in control. Settled housing is known to have a positive impact on mental health. Staff supported people to maintain their tenancies but to also link in with health staff to promote recovery. This supported better outcomes for people's overall health and wellbeing.

People told us how important the service was to them. One family member told us that their loved one had lived in other care services and this one was the best by far. People spoke highly of the staff. One person commented about the staff being instrumental in keeping them safe, well and alive. Staff offered stability and compassion which supported better outcomes for people.

Turning Point seeks to hear people's views. The Voice of Inverclyde is their service user forum which is well attended and people spoke highly of it. People's views were central to the development of the service and their involvement was always valued.

Some people were supported with their money. There was a lot of good work around benefit maximisation, that meant that people were on the correct benefit level. However, some people were accruing savings and didn't have a clear spending plan in place. There was potential for people to be leading a fuller life by using their money to increase access to enjoyed/new experiences. The Mental Welfare Commission good practice guidance, Money Matters, reiterates the principles that staff should use when supporting people who lack capacity in terms of managing their own money (see area for improvement 1).

People had started to accrue money during the pandemic as they were not out to be able to spend money. Many people no longer have access to day centre placements and similar groups which have not reopened since 2020. People used their money to attend these and sadly there are fewer opportunities for people to attend similar well liked settings. That said, it is important that support is offered to explore how best to use money to make the most out of life.

In some situations, staff supported people's meal provision. In one visit to a supported living service, we were impressed with the varied lunches being eaten. It was evident that people chose what they wanted as opposed to the notion of a menu with choice being offered. That clearly demonstrated an approach which was about people's preferences being met.

People benefited from a robust medication system. Staff received regular training and medication care plans were in place to guide staff. We asked management to explore the ability of a couple of people's capacity to consent to their medication and treatment. This was followed up on during the inspection. We reviewed a covert medication pathway during the inspection and found that the review was out-of-date. Again, this was followed up during the inspection. We were reassured by the level of responsiveness to those areas and were confident in staff ability to complete any tasks associated with the follow-up. People's rights around medication and treatment should always be promoted and upheld.

Areas for improvement

1. To support people's financial wellbeing, the provider should ensure that people's financial care plans contain a clear, realistic spending plan.

This should include but is not limited to regular reviews with relevant family/friends and social work staff to ensure money is used to enrich people's lives.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "If I need help managing my money and personal affairs, I am able to have as much control as possible and my interests are safeguarded" (HSCS 2.5).

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the staffing arrangements and how these supported positive outcomes for people. We evaluated this key question as very good.

People had small teams of staff supporting them. Consistency resulted in warm, positive relationships with people knowing who would be supporting them. This promoted a sense of stability and security for people as they were able to build trusting relationships with staff. New staff were introduced using shadow shifts to prevent people having strangers support them which can be intimidating.

Staffing was organised around people's assessed need. These hours were derived from local authority commissioned hours and were reviewed regularly. There was also a recognition that staffing levels had to change if people were unwell or had places to go. Rotas were devised to support people and consideration was given to people's choices around support as well. People's views on who supported them was respected and taken into account.

Rotas were offered in advance to staff, and they advised that they could request swaps and leaders always considered this. That helped support staff wellbeing in terms of their work and home life balance. Staff said they were well-supported by their leaders. They told us their welfare and wellbeing were taken seriously. On-call systems worked well and staff felt reassured that they could get a response from this out of hours support system. Leaders were seen to be approachable and helpful.

Staff told us that they worked well together. They used handovers to share information to make sure they were updated on people's daily lives. We read debriefs which followed situations which were traumatic for people but also for staff supporting at the time. We could see learning within staff teams and how important it was to recognise that if something didn't go well, how could it be improved. We were reassured that staff took responsibility to reflect on their work and strived to improve the support they offered people. That benefited people's support and care.

Management told us that although staffing levels had been tight for some time due to recruitment challenges in the sector, they were much more stable. Staff retention was generally very good. Support was provided across different locations. It is important that retention is stable in each location and not just seen as stable across the whole service. We asked management to be mindful of that and were satisfied that they would do so.

Recruitment was primarily supported by a dedicated team. This appeared to work well and we saw good work around following up references. There were a few examples where a fuller employment history in application forms should have been in place. We discussed this with management and were satisfied that this would be followed up with the relevant team. Overall, recruitment was well-managed and organised. That promoted people's safety and wellbeing.

Staff were positive about the training they had taken part in. There had been a push to ensure all staff were up-to-date in their training. Administration staff had been central to organising that. It meant that people could be confident that staff were skilled in their roles. We suggested that increased observations of staff practice took place to ensure that staff were putting their learning into practice and were confident and competent in their roles. People benefit from a knowledgeable and trained staff team.

Supervision was in place for staff which offered them the opportunity to discuss their own support and development needs. Staff were encouraged to reflect on their learning and their professional codes of practice. Some staff spoke with delight as to the impact of their good work being recognised in such sessions. It was a boost to see a formal record of praise which they got verbally as well. Positive work cultures result in people reaping the benefit of a happy team.

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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