

Turning Point Scotland – Wigtownshire & Stewartry West Housing Support Service

Newall House
22 Newall Terrace
Dumfries
DG1 1LW

Telephone: 01671 401 215

Type of inspection:
Unannounced

Completed on:
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Service provided by:
Turning Point Scotland

Service provider number:
SP2003002813

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CS2004077539

About the service

Turning Point Scotland Wigtownshire and Stewartry West, is registered to provide housing support and care at home service to adults with learning disabilities. The provider is Turning Point Scotland.

The service supports people living in Wigtownshire and Stewartry West. At the time of this inspection 12 people were being supported in two shared living accommodations, and own tenancies across Newton Stewart, Castle Douglas and Kircudbright.

The registered manager co-ordinates the overall running of the service. Lead practitioners locally manage the staff teams who provide direct support to people. At the time of the inspection, the service was made up of five staff teams, with one based in Newton Stewart, one based in Kircudbright and three based in Castle Douglas.

About the inspection

This was an unannounced inspection which took place on 25th, 26th and 27th of February 2025 between 09:30 and 17:30 hours. The inspection was carried out by two inspectors 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 seven people using the service and four relatives / family members.
- Spoke with 10 staff and management.
- Observed practice and daily life.
- Reviewed documents.

Key messages

- People supported by the service were treated with dignity and respect.
- Staff had a very good understanding of how to support people to meet their needs.
- People and their relatives praised the quality of the staff who supported them.
- People were supported to take part in meaningful activities and social opportunities which enhanced their quality of life.
- People and their families were actively involved in the care planning process, ensuring that people received support that was right for them.

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 supported and their relatives told us that staff were very kind and polite. We observed positive interactions between staff and people who experience care, in which people were treated with dignity and respect. This meant that people were supported to build trusting relationships and experience meaningful connection.

Family members told us their relative experienced very good care and valued the commitment from the staff. Comments from people included "It is a very difficult thing for a parent to have their child stay in a different home but it is very reassuring when you know they are being well looked after". Another family member told us that "I would give them a gold star, they have consistently went above and beyond".

The service demonstrated an effective and person-centred approach to supporting the health and wellbeing of individuals with learning disabilities. The service worked closely with healthcare professionals to ensure individuals received the appropriate medical support.

Families and advocates were involved in decision-making and kept informed about any changes in the people's health status, with one family member telling us that "communication is good and they always ensure I am kept informed if anything changes, or there are any concerns".

People were actively supported to engage in social activities and form meaningful connections within their local communities. We heard about tailored support to provide an opportunity for someone to engage in work- related activities, fostering independence and a sense of purpose.

People's personal plans were in place for staff to deliver each person's care and support. We sampled care documentation and found they had detailed information about individual's abilities, routines and preferences. Personal plans captured people's individual goals, with a clear focus on outcome oriented care. The plans reflected an enabling approach, detailing the ways in which staff should support people, promoting choice and independence.

One Family member told us that "my brother is treated like family and he gets to take part in activities that he enjoys. He particularly loves the holidays he has been able to participate in". The feedback received highlights the fun and enriching life people experienced, thanks to the dedicated care provided.

How good is our staff team?

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.

Staff we spoke with were committed, flexible and dedicated to providing the best possible service to the people receiving support. It was evident there was consistent values amongst the team and that staff had a real commitment to providing support to people they work with. One staff member told us "I genuinely care about the people we support and I am always ready to go the extra mile to make sure they get the best care possible".

We found the staff were trained in a range of areas appropriate for their role including, medication support, infection prevention, moving and assistance and adult protection. Staff spoken with recognised their duties and responsibilities to protect people from harm and abuse.

On our shadow visits to the homes, to observe practice and speak to people supported, we found the staff to be respectful, skilled and very professional. One family member told us "the staff know my brother well and go above and beyond to meet his needs".

Support was provided by a stable, experienced and consistent staff team. Staff were observed to be committed to helping people achieve their outcomes and get the most out of life. There was a good mix of skills and experience within the team. Staff knew people well, and were skilled at sensitively supporting people's needs, wishes and aspirations. The staff and management team were creative in coordinating a range of activities, and supported each other to ensure people's needs were being met. This supported people to experience good outcomes.

Supervision and appraisals with staff were conducted regularly, providing staff with opportunities to reflect on their learning and practice. This contributed to ongoing professional development and the enhancement of care quality.

Staff reported that the management team was approachable and receptive to any concerns raised. Regular team meetings fostered effective communication and promoted consistency, creating a positive and supportive workplace. It was clear that strong collaboration and open communication played a key role in enhancing the quality of care, ensuring that individuals received consistent and tailored support.

Despite some challenges related to recruitment, the management team had successfully maintained effective staffing arrangements. With ongoing support from the provider, we were reassured that the service was working diligently, to find creative and innovative solutions to improve recruitment efforts. Although staffing shortages were acknowledged, some staff expressed feeling fatigued. This highlighted the need for the management team to prioritise staff wellbeing as part of their ongoing improvement and development plans.

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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