

Moray Housing Support Services

Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
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Service provided by:
Enable Scotland (Leading the Way)

Service provider number:
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CS2014329674

About the service

Moray Housing Support Services provides a housing support and care at home service to adults living in Moray. The service was supporting people living in their own homes across Keith, Buckie, Elgin and Forres.

The service is provided by Enable Scotland and offers care and support to adults with a range of needs, including learning and physical disabilities. At the time of the inspection, 18 people were being supported by the service.

About the inspection

This was a short-notice announced inspection which took place between 12 February 2025 and 19 February 2025. 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 six people using the service and three of their family spoke with twelve staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Reviewed the results of four surveys returned to us by staff and visiting professionals.

Key messages

- People were supported by staff who knew them well.
- People experienced warm and friendly relationships.
- Staff mostly felt supported in their roles.
- Some areas of medication management require to improve.
- The service developed detailed support plans around people's needs and wishes.
- Some people did not always receive planned support hours due to staff shortages.

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?	4 - Good
How good is our staff team?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement. The strengths will have a significant positive impact on people's experiences and outcomes. However, improvements are required to maximise wellbeing and ensure that people consistently have experiences and outcomes which are as positive as possible.

Staff interacted with people in a warm and friendly manner and it was clear they knew the people well. This meant that people felt safe and secure because they experienced consistent and caring relationships.

People's health benefitted from the input that was sought from the wider healthcare team. In addition, the service was supported by various colleagues in the organisation who had specialist practice development roles. Staff were able to recognise when someone's health needs had changed and had involved the appropriate healthcare professionals to provide support and guidance.

People were supported to develop detailed support strategies. These were very comprehensive, clearly setting out people's needs and wishes. The service had identified where there were areas of risk for people and ensured measures were put in place to minimise these. Although support strategies should inform the support delivered to people, there were some occasions whereby people's experiences differed from their plan. The service should ensure that people's support strategies reflect their current needs and wishes.

The service had identified opportunities to support people to develop their skills and independence. This had resulted in one person now travelling to their work placement by themselves. Another person was proud to tell us about their recent house move and it was clear that the support they experienced around this has significantly contributed to a positive move. This supported people to have a sense of purpose and self-worth.

The service should make some improvements in relation to medication records. Some people did not have up to date records which reflected their current prescribed medication. In particular 'as required' medication was not always recorded fully and appropriately. We discussed this with the leadership team and some remedial action was immediately taken. However, the service should continue to make further improvements to ensure that opportunities to offer medications and evaluate their effectiveness, such as those prescribed for pain relief, are not missed (see area for improvement 1).

Areas for improvement

1. To ensure that people's health and wellbeing benefits from a robust medication management system, the provider should ensure up to date medication records are always available and fully completed, including detailed guidance to support the use of 'as required' medication.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

How good is our staff team?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses. Strengths may still have a positive impact but the likelihood of achieving positive experiences and outcomes for people is reduced significantly, because key areas need to improve.

People and their families were generally happy with the care they received from the service. Staff were knowledgeable about the needs and wishes of the people they supported. They were enthusiastic about their roles and the positive impact they had on people's lives.

The service aimed to create a bespoke team around the people they support, matching the interests and hobbies of the person with staff being recruited. This meant that people's individuality was respected and valued by the service. Some people or their family members were also being included in the recruitment of staff. This enabled them to be involved in decisions about who will provide their support. The service could improve the interview format to further reflect the matching of staff to the person. We highlighted this to the provider, who assured us they would include this in future recruitment.

Staff had been recruited well with appropriate pre-employment checks undertaken. The service ensured staff received a detailed induction and training programme in addition, to opportunities to shadow more experienced members of staff. Staff were supported to keep up to date and to maintain their skills and competence with a range of online training courses. Therefore, people could have confidence that they were being supported by trained, skilled and competent staff. The service supported staff to identify any further training they required for personal development. The leadership team assured us that appropriate opportunities would be facilitated.

The service was working hard to recruit and retain staff, which is a challenge in the current health and social care sector. Following a period of high staff turnover, staffing was beginning to stabilise and people were benefitting from having more consistency from staff who knew them well. However, staff often had to work extra shifts to cover leave as there were few relief staff and the service did not use agency staff. Team meetings and essential paperwork updates were often delayed when senior staff were covering shifts. This meant that opportunities to discuss updates didn't always take place at the earliest opportunity. In addition, some areas of support plans and medication recording documents were not always up to date. There were often gaps in support for some people. Some people's support was routinely cancelled if their regular member of staff was on leave. Another person who required two members of staff for periods of the day often had only one member of staff. This had a less positive impact on people's routines and outcomes. The service must ensure they have enough staff to meet people's support needs and to promote the health and wellbeing of both staff and people (see requirement 1).

Requirements

1. By 27th May 2025, the provider must ensure that people's needs are met by the right number of staff.

To do this, the provider must at a minimum:

- a) Ensure there are sufficient numbers of staff to support people inline with their assessed needs such as two to one support.
- b) Ensure there are enough staff available and trained to provide each person's support during periods of staff absence such as annual leave.

This is in order to comply with section 7(1)(a),(b) and (c) and Section 7(2)(a) and (e) of the Health and Care (Staffing) (Scotland) Act 2019.

This is in order to ensure that staffing is consistent with the Health and Social Care Standards (HSCS) which state that: 'My needs are met by the right number of people' (HSCS 3.15).

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

The provider should ensure staff keep clear records of the support they have provided to people, including the support to maintain their home's cleanliness. These records should inform any auditing of the support staff provide in this area.

This area for improvement was made on 31 May 2019.

Action taken since then

Staff completed daily recordings which indicated the support they had delivered to people. Where people were supported with household tasks such as cleaning, this was clearly recorded. This area for improvement has been met.

Previous area for improvement 2

The provider should enable staff to develop the skills they need to support people to enjoy a balanced diet.

This area for improvement was made on 31 May 2019.

Action taken since then

Where people were being supported to eat and drink, we could see a varied diet being offered. Menus were in place for some people to support their need for consistency and routine. Staff discussed options to support people to have a varied diet during team meetings and to avoid people experiencing a repetitive diet. This area for improvement has been met.

Previous area for improvement 3

The provider must ensure staff have read, understood and follow the support strategies which describe how they should support peoples' needs.

This area for improvement was made on 31 May 2019.

Action taken since then

Most people had detailed and comprehensive support strategies which clearly set out their needs and preferences. Staff were familiar with these. Some people's support strategies did not always reflect the current support being provided. Please see further information within section "How well do we support people's wellbeing?". 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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	3 - Adequate
3.3 Staffing arrangements are right and staff work well together	3 - Adequate

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