

Blackwood Supported Living Services Housing Support Service

Blackwood
160 Dundee Street
Edinburgh
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Telephone: 01313177227

Type of inspection:
Unannounced

Completed on:
16 April 2025

Service provided by:
Blackwood Homes and Care

Service provider number:
SP2003000176

Service no:
CS2022000294

About the service

Blackwood Supported Living Services are registered to provide housing support to older people living in their own homes and in the community. The service is provided from three shared homes - Esplanade Greenock - Dock Park Dumfries - Parklea Lockerbie.

The service is delivered by three teams across the three shared houses. At the time of inspection, there were 20 people being supported.

The service states its aims are:

- "to provide a quality service that supports individuals to exercise choice and control over their lived in accommodation suitable to their needs; and
- to live by our four core values of being open and honest, taking responsibility, keeping our promises and showing respect and understanding."

About the inspection

This was an unannounced follow-up inspection which took place on 16 April 2025 between 09:15 and 14:30. 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. To inform our evaluations we:

- spoke with one manager
- reviewed documentation

Key messages

- There had been no introduction of a shared system for staff to use in the managers absence.
- The provider is currently creating a formal quality assurance system.
- No quality assurance processes were taking place for the service.
- As a result of the inspection, one requirement was met and we restated two requirements.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 11 April 2025, the provider must ensure that systems and processes are in place and are accessible to those covering in the manager's absence.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210); and The Social Care and Social Work Improvement Scotland (Applications and Registration) Regulations 2011.

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

"I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11); and

"I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

This requirement was made on 19 December 2024.

Action taken on previous requirement

There had not been any change in systems the service used since previous inspection.

This meant in a managers absence the relevant people may not have access to necessary information required for people's support.

Ensuring relevant information is accessible to the right people in a managers absence gives the appropriate oversight of service delivery.

This requirement has not been met. We have agreed an extension to 13 July 2025.

Not met

Requirement 2

By 11 April 2025, the provider must demonstrate positive outcomes for people by having robust quality assurance systems in place. To do this, the provider must, at a minimum, ensure:

- a) Formal quality assurance systems are implemented to cover all key areas of service delivery.
- b) The outcome of quality assurance systems and processes inform a service development and improvement plan.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210); and The Social Care and Social Work Improvement Scotland (Applications and Registration) Regulations 2011.

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

"I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11); and "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

This requirement was made on 19 December 2024.

Action taken on previous requirement

There was no self-evaluation or formal quality assurance system to cover key areas of service delivery at present. The provider is currently creating and planning to implement a new system. Information on this quality assurance system is currently being shared with managers in preparation for rollout.

As there is no quality assurance system in place outcomes from carrying this out have not been identified. This would help to inform a service development and improvement plan. Carrying out relevant audits of services would ensure positive outcomes for people.

This requirement has not been met. We have agreed an extension to 13 July 2025.

Not met

Requirement 3

By 11 April 2025, the provider must adhere to the reporting guidelines of the Care Inspectorate.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210); and The Social Care and Social Work Improvement Scotland (Applications and Registration) Regulations 2011.

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

"I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected" (HSCS 4.18).

This requirement was made on 19 December 2024.

Action taken on previous requirement

There had been no notifiable events at the service since November 2024. We saw good recording for accidents or incidents which had taken place. Staff had managed these well to keep people safe.

The manager was aware of the updated Care Inspectorate guidance (Adult care services: Guidance on records you must keep and notifications you must make). The manager was knowledgeable on when to make relevant notifications in line with this guidance.

Met - within timescales**Complaints**

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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