

# Inspection report

## Share Scotland - Edinburgh - Care at Home Support Service

Castlebrae Business Centre  
Unit 16  
7 Peffer Place  
Edinburgh EH16 4BB

**Inspected by:** Donald Preston  
**(Care Commission Officer)**

**Type of inspection:**

**Inspection completed on:** 20 January 2009

**Service Number**

CS2003053750

**Service name**

Share Scotland - Edinburgh - Care at Home

**Service address**

Castlebrae Business Centre  
Unit 16  
7 Peffer Place  
Edinburgh EH16 4BB

**Provider Number**

SP2003002639

**Provider Name**

Share Scotland

**Inspected By**

Donald Preston  
Care Commission Officer

**Inspection Type****Inspection Completed**

20 January 2009

**Period since last inspection**

11 months

**Local Office Address**

Stuart House  
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EH21 7PB  
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## **Introduction**

This service since the last inspection has changed in that the care home at Wauchope Place has been deregistered and become part of the housing support / care at home service provided by Share Scotland..

The service now supports nine service users in seven flats, five of whom are supported in a core and cluster model and had move from the care home with the other four individuals having been living in their flats for the last four year.

All service users have individualised support packages in place and are involved in a wide range of activities.

Based on the findings of this inspection the service has been awarded the following grades:

Quality of Care and Support - 5 - Very Good

Quality of Staffing - 5 - Very Good

Quality of Management and Leadership - 5 - Very Good

This inspection report and grades represent the Care Commission's assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission's website ([www.carecommission.com](http://www.carecommission.com)) for the most up-to-date grades for this service.

## **Basis of Report**

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

## Staff at inspection

The inspection was carried out by Donald Preston, Care Commission Officer (CCO).

## Evidence

During the inspection the manager, deputies and various support workers were spoken to and observed supporting service users.

The CCO also looked at a range of policies, procedures and records including the following:

- Staff meeting minutes
- Staff training records
- Service user personal plan
- Risk assessments
- Accident forms
- Incident forms
- Complaints log
- Quality Assurance information

During the inspection, the CCO also observed staff practice which included how staff cared for and spoke with service users.

## Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:  
<http://www.carecommission.com/>

## Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

## **Action taken on requirements since last Inspection**

The last inspection was carried out on the care home service which has since been de-registered and now is Care at Home / Housing Support.

## **Comments on Self Assessment**

The self assessment form was completed to a very good standard. It highlighted strengths within the service and some areas for improvement

## **View of Service Users**

During the inspection three service users were met and through observations and discussions appear to be well supported. Positive interactions were seen to be occurring between staff and users who it was evident had an excellent knowledge of their communication needs and had good relationships with them.

### **View of Carers**

There were five carers questionnaires returned for this service and one relative met during the inspection visit. All were very satisfied with the support their relative was receiving from Share in general and the staff members in particular. Some of the comments made were as follows :

' My relative always appears happy and well cared for'

' Staff are pleasant and helpful ..... they keep me informed ..... they provide a good service'

'The staff are a very committed, competent and caring team'

' I didn't think a service could provide the same standard as we could at home - but this is as good as it gets'

## **Quality Theme 1: Quality of Care and Support**

**Overall CCO Theme Grading: 5 - Very Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.**

### **Service Strengths**

#### Strengths

The service has a very active carer involvement within the service and on the Management Committee. The provider having been founded by parents with the desire to have support provided to a high standard and in a person centred way to their relatives.

The provider has developed a Positive Partnerships document outlining the relationship and involvement that is expected and desired between the service and relatives / carers. This has been well received within the parents and staff group.

The service has comprehensive support plans which are accessible to family members and would be to service users but due their communication difficulties their level of understanding of them would be limited.

Individual reviews are held on an annual basis where key people in an individual life come together to look at all aspects of support that the person is reviewing.

The service operates a Keyworker system with managers taking on this role and coordinating support through other staff members.

### **Areas for Development**

This service is characterised by major strengths within this statement and further improvement will enhance the service user's support and the experience they receive.

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 2: We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential**

### **Service Strengths**

The service's practice is in line with O'Brien's 5 Accomplishments which includes choice. The service users in this setting where possible are encouraged to make their own choices in

areas of daily living.

Some of the people can make choices in their lives while other may require more support and staff members have been trained to support them in their method of communication.

In this service one of the individual's requests that she is fully involved in her care plan and staff will read it to her and respond to her wishes on an ongoing basis.

Where individual choice is not possible past experiences and information from key people (which includes) in their lives will be the basis for informed choices being made on behalf of individuals. If this were to represent a risk an assessment would be carried out and would be within the individuals support plan.

This could be in respect of a new activity or planning a holiday. Through discussion with staff, relatives and management and one service user it was evident lots of opportunities were made possible for individuals with the necessary support being provided.

Service users access local facilities on a regular basis and wherever possible family and friends contact is maintained with support from the staff team. There is a high level of positive input from family and friends in this setting.

Care and support is as far as possible individualised for each person that Share supports in the Housing Support / Care at Home service.

Evidence of choice and supporting people striving to achieve their potential was observed through support plans, team meeting minutes, review meeting minutes and records of discussion with service users / carers.

### **Areas for Development**

The service has identified the need to further develop ways of develop interactive support plans, quality audits and communication methods.

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Quality Theme 2: Quality of Environment**

**Overall CCO Theme Grading:**

## **Quality Theme 3: Quality of Staffing**

**Overall CCO Theme Grading: 5 - Very Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.**

### **Service Strengths**

Comments made in statement 1.1 in respect of user / carer involvement are also relevant to this area.

Relatives are very involved with their family members and some as members of the management committee are involved in discussions and decisions about staffing levels within the service.

Also if there are any changes in staffing they are communicated to the relatives of the service users.

Service users in this service currently are not involved in the recruitment process but the preferred candidate has the opportunity to meet the service user and management the chance to see people interacting with service users. Feedback is possible from only one service user in this service.

### **Areas for Development**

This service is characterised by major strengths within this statement and further improvement will enhance the service user's support and the experience they receive.

The service has stated they wish to explore ways of involving some service users in the recruitment process in a more meaningful way.

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 3: We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.**

### **Service Strengths**

The service has the necessary policies in respect of recruitment, whistleblowing, confidentiality and protection of vulnerable adults.

New staff members have a comprehensive induction to the service and the organisation. This includes working in the service, shadowing staff members and reading policies and procedures. The staff member will be supported by their manager in this period.

Induction training covers all the necessary requirements in relation to the job role and specific training around the individuals that they will be providing support to.

All new staff member are employed on a probationary period throughout which they have to demonstrate to their manager their learning, the relation of their training to practice and their performance in their job.

The service has an on-going programme of staff completing Scottish Vocational Qualification's with a high number of staff having completed or progressing with SVQ3 and SVQ4.

Share Scotland issues all staff members with their own Continuous Professional Development (CPD) folders which they keep as a record of their training and development.

The service has regular team meetings an all staff receive supervision on a regular basis.

Manager's in the service are available to staff members and also work alongside them in providing support. The regional manager is in regular contact with seniors, support workers and service users through attending meetings or visiting services on a regular basis.

The service provides extensive training and support has a good record of retaining staff members.

### **Areas for Development**

The service is operating at a high standard which provides excellent evidence of outcomes for staff, users and the service as a whole. The high standards of performance should be able to be sustained within this service.

It is able to identify areas for improvement and will plan for achieving these.

The service provider is setting up a new training database to monitor and analyse training needs within the organisation.

They are also looking to develop monitoring the quality of supervision.

### **CCO Grading**

6 - Excellent

### **Number of Requirements**

0

### **Number of Recommendations**

0

## **Quality Theme 4: Quality of Management and Leadership**

**Overall CCO Theme Grading: 5 - Very Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.**

### **Service Strengths**

Comments made in statement 1.1 in respect of user / carer involvement are also relevant to this area.

The participation of users / carers has had a major impact on the direction the service has taken. This is due to the close ties and feedback on a day - to-day basis with relatives about individual support and the partnership working that occurs within this setting.

The relationships between staff and relatives were commented on as being very positive in this setting by a relative met with at the time of the inspection and staff members spoken to reiterated this.

The organizational strategy is discussed and agreed at the Management Committee which comprises a high percentage of parents as members.

The self assessment for the Care Commission was discussed with families and their input informed the services submission.

### **Areas for Development**

This service is characterised by major strengths within this statement and further improvement will enhance the service user's support and the experience they receive.

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 4: We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.**

### **Service Strengths**

Share Scotland has achieved the quality assurance award 'Investors in People' which recognises the support it provides to staff in respect of terms and conditions, training and development, consultations and methods of communications.

The provider has a quality assurance monitoring document which they shared with relatives for feedback.

The Quality Assurance Document is completed annually by management and staff in each service with sections for service users or their representative and for family members.

There are also various checks in place for staff and management at different levels within the organization. There are daily / weekly checks carried out by support workers, service has a manager's checklist in place and the external manager will also do unannounced visits to the service.

The manager was aware of the service's responsibility in relation to notifications to the SSSC. This includes informing them if they had dismissed any staff member / manager since October 2005 on the grounds of misconduct or had considered this action prior to a staff member resigning or abandoning their post.

The manager was also aware of the services responsibility to report to the Care Commission matters of misconduct which may or may not lead to the dismissal of staff.

The service manager was aware that they must provide SSSC with any information it may reasonably require about staff members.

### **Areas for Development**

This service is characterised by major strengths within this statement and further improvement will enhance the service user's support and the experience they receive.

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Regulations / Principles**

**National Care Standards**

**Enforcement**

There has been no enforcement action against this service since the last inspection.

**Other Information****Requirements**

There were no requirements made at this inspection.

**Recommendations**

There were no recommendations made at this inspection.

**Donald Preston**

**Care Commission Officer**