

Disability Resources Support Accommodation Service Housing Support Service

Glaitness Centre
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Unannounced

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Service provided by:
Orkney Islands Council

Service provider number:
SP2003001951

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CS2006118712

About the service

Disability Resources Support Accommodation Service is registered to provide care at home and housing support to adults living in seven houses in the Glaitness sheltered housing development and in the wider community. The service provides advice, guidance, personal care and support. The complex comprised of eight individual flats; one of which offered a respite care service, and there was a small day care service. People who use the housing support and care at home service can also use the day care service. The management team and staff were based in the day care facility and were available on a 24/7 basis.

The service aimed to:

"Work together to deliver tailored services at home or in a homely setting that promotes independence and self-management, to support people to feel as physically and emotionally well as they can be. People who use the service will experience safe, effective, person centred care."

The service is operated and managed by Orkney Health and Care, a partnership between Orkney Islands Council and NHS Orkney.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

About the inspection

This was an unannounced inspection which took place between 26 September and 9 October 2023. We inspected the day care service at the same time, and although we have reported on both services separately, the reports have many commonalities. The inspection was carried out by an 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:

- . Met five people receiving care
- . Spoke to six family members
- . Spoke to seven staff members and the management team
- . Reviewed documentation
- . Observed daily life

Key messages

- People were involved in decisions about their care and enabled to achieve their full potential.
- Personal planning was based on people's expressed needs, choices, and aspirations.
- People received sensitive and respectful support to maintain relationships and make new friends.
- Support was delivered in a responsive and sensitive way, and staff were available when people needed them.
- People were supported through their chosen activities, to develop life skills and confidence which helped them achieve their outcomes.
- The management team were improving quality assurance systems and there was culture of continuous improvement.

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 leadership? | 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.

Feedback from people using the service, family carers and other stakeholders consistently showed high levels of satisfaction with the quality of care and support people received. We found that they were making a positive difference to people's lives.

We observed a team of dedicated and compassionate staff who genuinely cared for the people they supported. Staff were clearly committed to supporting agreed outcomes for people. It was evident during the interactions and engagements we witnessed and heard about, that staff treated people with warmth, compassion, dignity, and respect. We saw examples of people who may otherwise have felt isolated or excluded being sensitively encouraged to increase their access to the community. Relationships were based on trust and values. Staff were skilled at understanding and responding to people's individual communication needs, including augmentative and alternative communication needs. People benefited from positive relationships with the staff team. This meant that people felt included, listened to, and valued, and ensured that the service was centred on the needs and wishes of the person. The personal planning and health risk assessment documentation we reviewed contained detailed descriptions of the level of support each person required. This included defined outcomes important to each person

People and those close to them were routinely involved in developing and reviewing their personal plans. This ensured people were supported according to their expressed wishes.

People's achievements were recognised and celebrated. This promotes wellbeing. Comments from people and their families included:

"No problems".

"(My relative) is treated with respect and dignity".

"Things have improved over the last year or so".

"Fantastic".

The services provided from Glaitness had effective links with external health professionals, and it was evident that staff worked in partnership with others for the benefit of people who use the service. This ensured staff were prepared for the eventuality if a person became unwell or if their health deteriorated for any reason. This helped to keep people well.

The service operated a key worker system, providing continuity, consistency, and stability of support. People told us that they knew and liked their staff.

Medication was managed well. This helped ensure individuals were supported to take the right medication at the right time.

How good is our leadership?

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.

A range of quality audits had been completed, including personal planning, individuals' experiences, and peoples' outcomes. The service used regular reviews and formal and informal meetings, to gather the views of people receiving care, and those closest to them. This allowed for individuals to share their experiences. The management team were in the process of using the Care Inspectorate's Self-evaluation tools to improve the quality assurance processes.

People spoke positively about the management team who were seen as being responsive, approachable, and supportive. People told us that positive changes had been made, and communication with the service had improved, as a result of the efforts of the current management team.

There was a culture of openness, honesty, and collaboration. This ensured people supported were listened to and empowered to shape their care arrangements.

People should have confidence in the people that support them. We observed a highly motivated, and skilled staff group who genuinely cared for the people they supported. Staff were recruited in accordance with safer recruitment guidance. New staff received an induction and had access to a range of face to face and online learning opportunities. The management team had effective oversight of staff training and development.

Staff felt well-supported, and told us they could approach the management team with any professional or personal matter. Staff also received regular formal supervision. This, and the culture of openness, gave staff the opportunity to discuss and reflect on work practice. This promoted positive relationships between management and staff and meant that staff felt valued.

The service had a comprehensive development plan. We discussed how this could be improved by making this more accessible to stakeholders and highlighting how the views of people have contributed to the development of this plan. We were aware of ongoing management changes within the provider's services, however, we were assured that ongoing service quality assurance progress and the use of the Care Inspectorate tools will support and sustain this improvement.

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 |
| 1.1 People experience compassion, dignity and respect | 5 - Very Good |
| 1.2 People get the most out of life | 5 - Very Good |
| 1.3 People's health and wellbeing benefits from their care and support | 5 - Very Good |
| How good is our leadership? | 5 - Very Good |
| 2.2 Quality assurance and improvement is led well | 5 - Very Good |

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