

Care service inspection report

Full inspection

Carolina House Trust - Tenancy Support Service Housing Support Service

7 Luna Place
Gateway West
Dundee Technology Park
Dundee

Service provided by: Carolina House Trust

Service provider number: SP2003001613

Care service number: CS2004073133

Inspection Visit Type: Announced (Short Notice)

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of care and support	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good

What the service does well

Young people using the service were encouraged to develop and maintain life skills and to make healthy life choices. They told us they felt safe and had developed good relationships with staff and the project leader.

Staff were professional, motivated and committed to their work. They expressed a high level of satisfaction and enjoyment of their role in the service.

Everyone we spoke to told us about the respectful and supportive approach of the management and leadership of the service.

What the service could do better

The service had recently recruited a participation worker to further develop and implement an existing participation strategy. The service should continue with this to increase the ways young people can be involved in assessing and developing the service.

The service should continue to review information and records for young people

in line with national policy. For example, the information handbook for young people could reference the wellbeing indicators.

What the service has done since the last inspection

Support plans and personal records had been developed in line with national policy and the wellbeing indicators. This supported on going assessment, planning and review with individuals in the areas of feeling safe, healthy, achieving, nurtured, active, respected, responsible and included.

Four recommendations set out in our last inspection report had been met.

Conclusion

While offering accommodation the service supports service users to make independent decisions and encourages healthy lifestyle choices. Overall, we found the service was offering people flexible and personalised support. People using the service said they were happy with the service they received.

1 About the service we inspected

Carolina House Trust - Tenancy Support Service offers intensive practical and emotional support to young people who are or have previously been looked after by the Local Authority. The service works in close partnership with Dundee City Council's Through Care and After Care Team to support transitions into their own tenancies and independent living. The team provides a service to young people living within the community and to a small group living within the premises at Carolina Mews.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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

Quality of care and support - Grade 5 - Very Good

Quality of staffing - Grade 5 - Very Good

Quality of management and leadership - Grade 5 - Very Good

This report and grades represent our 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. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

We wrote this report following a short notice announced inspection between 1 July and 3 July 2015. We gave feedback to the service on 28 July.

As part of the inspection, we took account the annual return that we asked the provider to complete and submit to us.

Seven service user questionnaires and five staff questionnaires were completed and returned to us before the inspection visit started.

During this inspection we gathered evidence from various sources, including discussion with:

- Four service users
- The manager and project leader
- Staff
- A team manager from the Local Authority through care and after care team.
- Workers from a local voluntary agency.

We looked at:

- Minutes of meetings
- Complaint records
- Accident and Incident records
- Service user personal plans

- Training records
- Policies and procedures.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The self assessment was completed and submitted as requested by us. This demonstrated strengths in the service and also highlighted some areas for further development. We encouraged the manager to demonstrate further how services users had been involved in the self assessment process and we suggested the need for them to maintain a rigorous approach to identifying areas for improvement in all areas.

Taking the views of people using the care service into account

The views of young people using the service have been taken into account. Some of their views have been included within this report.

Taking carers' views into account

We did not have the opportunity to meet with family members or carers of service users during this inspection.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 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

The service's self assessment submitted in March 2015 told us about most of the ways they supported people to participate in assessing and improving quality. When asked to grade themselves on this Statement, the service told us they were very good in this area.

The service identified some of their strengths as: "Our organisational quality assurance system allows young people to have a say in the quality of service they receive. Our questionnaire and exit interviews from the through care service also allow young people to give their views."

We sampled some of the evidence provided, spoke to service users and staff and found that the service had a good level of performance. These strengths had a positive impact on people using the service.

The service used a range of ways of involving service users in the service. These included:

- Encouraging high quality relationships between staff and service users so that views could be shared and valued on a daily basis.

- Taking seriously and acting appropriately on any complaints or concerns raised by service users.
- Facilitating service user meetings.
- Inviting and supporting service users to attend relevant service meetings.
- Involving service users in recruitment of staff.

We asked the service users how they would grade the service and most people said the service was very good.

Comments from young people included:

'It has been good living here. I have been here for quite a long time and I am looking forward to getting my own flat and I feel more ready for that now because of all the help I have had from the staff here.'

'I have had help with filing in forms for college. I've had other support as well and it has definitely helped with my confidence to think about my future and do things for myself.'

'You know there is always someone to talk to about things that bother you. Its safe here and I've got everything I need. There are some fun things to do as well as working towards being able to do more for myself and learn the skills for living on my own.'

In our last inspection we recommended that support plans should be reviewed and developed. During this visit we found that this had been carried out in line with national policy and the wellbeing indicators.

We took all of the above into account and assessed quality in this area as very good.

Areas for improvement

In the self assessment the service acknowledged the need to continually involve young people in assessing and improving the quality of the service. During this visit we heard they were about to undertake a full review of the service and we suggested that this should be undertaken co productively with service users.

Grade

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 self assessment told us about most of the ways they supported people to make individual choices and achieve their potential. When asked to grade themselves on this Statement, the service told us they were very good in this area.

The service identified some of their strengths as:

"Examples of such support include introducing young adults to volunteering, introductions to the gym or joining community groups, working with adult literacy projects, health and wellbeing classes. The support workers have a vast knowledge of different services and opportunities for young adults in Dundee and actively encourage young people to participate in these.

Young people have a choice about becoming involved with us and can stay as long as they wish in order to achieve their potential. This is the whole purpose of the project and the support is 24 hours a day.

Young adults are accepted for who they are and encouraged to promote their identity in a safe and positive way".

Our inspection findings confirmed what the service told us in the self assessment.

We found that the service was delivering high quality care resulting in very good outcomes for people using the service. At this inspection we looked at support plans and we spoke with people using the service and staff.

There was evidence in the support plans that staff supported and encourage service users to make good choices through one to one time and discussions and advice about lifestyle choices and decisions. This included cookery lessons, healthy eating advice, support in managing finances and the benefits of exercise and physical activity.

The service linked well with other healthcare professionals such as social work, education and employment advisers, who were also involved in supporting the people using the service. This well organised collaborative working greatly improved the opportunities available to service users in the community.

We saw that staff were very knowledgeable about the needs of service users and we noted some very positive interactions between them.

We felt the staff had the relevant knowledge, skills and experience to offer the service users the support they needed in order to achieve very good outcomes. Taking all of the above and some areas for development into account, we assessed quality in the area as very good.

Areas for improvement

The care service should continue to monitor and maintain the very high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

We discussed with the manager how recording and information giving material such as the handbook, could be developed further to maintain a focus on the wellbeing indicator outcomes.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 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

The information recorded in Quality Theme 1 - Statement 1, was also used to evaluate practice in this area.

The service told us:

"Carolina House Trust has instituted a recruitment policy that involves young people in staff recruitment. This has been successfully used in recruitment across all services including Housing Support (Carolina Mews) and we have learned much from this experience in how to apply the policy to its best effect."

Areas for improvement

The service highlighted in their March 2015 self assessment: " Further use of the young people's recruitment policy in future interviews. "

We agreed with the service that this would strengthen practice and quality in this area.

Grade

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

In the self assessment the service told us:

"We have recently revised our employee handbook to ensure it complies with all requirements and standards. We ensure staff recruited at various levels are qualified to an appropriate level. We have policies and procedures for all recruitment matters including for whistle-blowing, confidentiality, complaints and child and adult protection."

The information we looked at during this inspection confirmed what the service told us in the self assessment. We looked at staff files and spoke to staff and service users about the quality of the staff team.

We saw that the service had a robust recruitment procedure in place and all appropriate checks were in place to protect service users. Access to training and continual learning was supported by a process of supervision and appraisal and regular team meetings. Staff commented that they felt supported by their line management and found supervision to be a positive experience.

We felt staff showed a high level of motivation in putting their learning into practice and keen to share their learning with others. This was beneficial in establishing effective and consistent care and improving outcomes for the service users.

We saw from the incident reports that staff deal with these appropriately and seek assistance from other professionals where required. Appropriate follow-up actions were documented to help prevent recurrence. 'De-briefing' sessions were used for staff to analyse incidents and to discuss how these were managed to ensure appropriate actions had been taken. We thought this was a very good way to continually monitor the changing needs of the young people

and support the staff safely.

The training calendar we looked at showed how staff were being supported to keep abreast of effective practice in areas such as legal highs and sexual health.

These processes assisted the manager to monitor and further develop staff understanding of their role and the expected standards of care and conduct.

Taking all of the above and some areas for development into account we assessed quality in this area as very good.

Areas for improvement

We heard that some staff were interested in developing their skills through gaining further formal qualifications, however, they did not always receive reasonably timely responses from managers in order to allow them to progress with applications. We thought the service should strive to continue to be proactive in identifying staff training which would enhance skills and improve the quality of the service to the young people and to be responsive to specific staff requests.

In the self assessment the service highlighted the need to further develop their practice development sessions for sharing effective practice learning.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 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

The information recorded in Quality Themes 1 and 3 - Statements 1, was also used for this Statement.

In the self assessment the service told us:

"Feedback from young people is now used within our quality assurance system to inform our position and our future action plans."

Areas for improvement

See areas for development recorded in Quality Theme 1 and 3 - Statements 1. In addition in the self assessment the service identified the need to ensure the implementation of a young people's forum at the Mews Project.

The service told us about their plans to review and develop the service. We suggested that young people should be involved co productively in identifying and planning for any changes to the management and leadership structure within the service.

Grade

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

In the self assessment the service told us:

"We have published a clear mission statement, values, vision and business objectives as well as a strategic plan. We have implemented a quality assurance system and having scored ourselves have developed an action plan for progression. Audits are presented to the management team and board of trustees. Staff, carers, providers, young adults and other stakeholders will be involved in the processes as appropriate".

Our inspection findings confirmed what the service told us in the self assessment.

The service provided a broad range of evidence both in the self assessment and during the inspection visit. We sampled some of the evidence provided and found that the service had a good level of performance.

The service uses a wide range of strategies to ensure standards are maintained and improved as required. The provider had some audit systems in place. This covered a range of areas including: care and support, recruitment and a monthly report to the board.

The complaints process was clearly displayed and service users spoken with confirmed they were aware of how to make a complaint.

Overall, the involvement of service users and stakeholders was an integral part of the day-to-day operation of the service.

Areas for improvement

We asked the manager to ensure the Inspection Report and National Care Standards for housing support services were always available for services users. Staff should use these to support service users' awareness of their rights and the level of service they can expect.

Although we saw that the manager had reviewed and developed some crucial policies and procedures, this work needed to continue. We discussed the use of a co productive model of policy review work with the manager to encourage full service user involvement in this work.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

1. The service should review and develop the structure, format and content of housing support plans to ensure they detail the support which young people need, and reflect the relevant National Care Standards.

This recommendation was made on 18 July 2013

Personal plans reviewed and developed to incorporate assessment of need and outcomes based on SHANARRI wellbeing indicators. Recommendation met.

2. The service must revise its policy and practice in relation to supporting young people with their medication to make sure it operates within its boundaries as a housing support service.

This recommendation was made on 18 July 2013

Policy of self administration of medication developed and the manager, staff and service users confirmed this has been adhered to in practice. Recommendation met.

3. The service should ensure they provide staff with training and guidance on writing support plans.

This recommendation was made on 18 July 2013

Training and guidance for recording within personal plans has been provided. Recommendation met.

4. The service should develop a more structured approach to identifying staff development needs and put in place a plan to meet those needs.

This recommendation was made on 18 July 2013

Training plan developed on the basis of staff appraisal. Recommendation met.

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings
18 Jul 2013	Unannounced	Care and support 4 - Good Environment Not Assessed Staffing 4 - Good Management and Leadership 4 - Good
13 Dec 2011	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing 5 - Very Good Management and Leadership Not Assessed
26 Mar 2009	Announced	Care and support 5 - Very Good Environment Not Assessed Staffing 5 - Very Good Management and Leadership 5 - Very Good

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