

Partners for Inclusion Housing Support Service

West Kirk
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Telephone: 01563 825 555

Type of inspection: Announced (short notice)
Inspection completed on: 14 July 2016

Service provided by:
Partners for Inclusion

Service provider number:
SP2004004872

Care service number:
CS2004069745

About the service

Partners for Inclusion are registered as a Care at Home and Housing Support Service. They work with people over the age of sixteen years who have a learning disability, often physical disabilities and/or mental health issues.

The service is focused on providing a personalised approach, a distinct way of working and a commitment to both real social inclusion and partnership working. They offer an individualised support service, which for many can be twenty-four hours per day, seven days per week. The hopes, wishes and potential of the service user are the basis for support.

The service works toward the person's optimum independence and through various review and safety processes, individual support packages can reduce over time. Each service user has their own unique team, which includes a team leader and support workers. Professional and business support is provided through the management team, based in service's local headquarters. Each service user has their own home, which is designed around their identified needs.

The service's philosophy includes 'personalised support as a way of supporting people with complex needs, to live their own life, on their own terms, but as active citizens.' It was obvious from observation during the inspection process that staff throughout the organisation share this commitment and vision.

We carried out a short-notice inspection of Partners for Inclusion on Wednesday 13 and Thursday 14 July 2016. At the inspection we spoke with four service users and their support workers, three within their homes and one in the community over lunch. We did not have the opportunity to speak with relatives but studied the questionnaires which they completed. We observed support being provided in a number of situations and consulted a wide range of care and support related records and documents. We gave feedback to the Chief Executive Officer on 13 July and to both Senior Service Leaders, the Learning and Quality Development Manager and the Commissioning Officer for East Renfrewshire Council.

What people told us

We ascertained the views of service users and their family carers by visiting homes and consulting documentation, including comments made by both within surveys and questionnaires. Although many of the service users had communication difficulties it was apparent that they were happy and at ease with their support team members, very much enjoying and valuing their company as well as their intervention. We observed staff skilfully managing a number of support situations in a professional and empathetic way. Our positive views were supported by family carers whose comments and notes of appreciation described a service and staff who were knowledgeable, skilled and caring to the benefit of those they cared for and supported.

Self assessment

The self-assessment submitted was fully and thoughtfully completed, identifying both areas of achievement and prospective improvement. All areas for improvement noted at our last inspection has been progressed.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	5 - Very Good

What the service does well

We considered that the service and the support teams and managers within it, provided high quality care and support to service users and their family carers. As each service user had their own dedicated support team, the support they received was personalised to their needs and wishes and there was a strong focus upon development and the achievement of goals and outcomes. Support plans were the basis for day-to-day service delivery and as such were comprehensive, detailed and current. There was a strong focus upon health and wellbeing with a large part of support planning being given over to aspects of healthy living and sound practice. Depending upon their level of ability, most service users enjoyed a busy activity schedule and were out and about most of the week with support as required.

We found staff to be skilful, knowledgeable and caring doing all that was possible to improve the quality of life of those they supported and cared for. They regularly advocated on their client's behalf, protecting, defending and promoting their interests whenever this was required. Staff were keen to improve their knowledge in respect of their caring responsibilities and would request additional training as needs dictated. There was a professional progression route for those who wished to do so.

We noted that a restructuring of the management team had taken place and while still fairly complex, this appeared to be functioning well. All elements of the management team complimented each other and this led to a smooth operation of the service, with individual strengths being utilised to good effect. All managers and leaders were equally committed to delivering the best service possible and this enthusiasm carried through to staff who reported good and accessible support and guidance from managers at both a personal and professional level.

What the service could do better

Following our inspection we had no significant concerns over the operation of the service.

We found that the newly refurbished support plans were of a high standard but would benefit from having a full index, to guide the reader to the various parts. We also felt that Risk Assessments could be better signposted and cross referred within the 'Working Policy' section. While outcomes were a feature of support they could be more defined and cut across all areas of support documentation, thus providing a consistent focus.

Staff should be given every opportunity where practicable, to meet up on a regular basis thus allowing them to share good practice, problem solve and provide peer support. This was particularly important for those working in more isolated environments. Additional training requirements should be anticipated and provided as required. The structure of Team Meetings could be more uniform ensuring that essential areas of support are always discussed.

Service Managers should consider ways of addressing the challenges of safe and productive recruitment, to ensure that the level and quality of staff remains high. The service may wish to revisit the format of staff supervision ensuring that for this purpose, the focus is upon the staff member rather than the service user, for whom they are responsible. The content of support plans should be monitored regularly for currency and accuracy. The service should continue to forge links with family members and others significant in the care and support of service users.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings
28 Jul 2015	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
8 Aug 2014	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
30 Sep 2013	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
5 Oct 2012	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good 6 - Excellent
12 Jan 2011	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed Not assessed
15 Dec 2009	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 5 - Very good
18 Dec 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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