

## Partners for Inclusion Housing Support Service

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Telephone: 01563 825 555

**Type of inspection:**

Unannounced

**Completed on:**

12 September 2019

**Service provided by:**

Partners for Inclusion

**Service provider number:**

SP2004004872

**Service no:**

CS2004069745

## About the service

Partners for Inclusion are registered to deliver a Housing Support and Care at Home Service to people over the age of 16 years with a learning disability and/or mental health issues. The service registered on 1 April 2002 with the Care Commission and transferred its registration to the Care Inspectorate when it formed on 1 April 2011. The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

The service is delivered across East Renfrewshire, Renfrewshire, East, South and North Ayrshire. The registered manager is supported by their professional and operational management team, based in the services headquarters in Kilmarnock. Each person supported lives in their own home, with a small staff team providing tailored support to meet their individual needs. Packages of support hours vary from a few hours per week to twenty four hours per day enabling people to live independently.

Partners for Inclusion's mission is to deliver genuinely person-centred, personalised support that helps people to have real lives as valued citizens in their communities.

## What people told us

We visited eight people supported at home; during which were able to observe support practitioner's interactions and speak to people about their experience of being supported by Partners for Inclusion. Where people were not able to speak to us we could see carers were confident in communicating and understood individual methods of communication well.

We received feedback from twelve relatives; an inspection volunteer telephoned and spoke with eleven relatives and one person supported to get their feedback on the quality of care they had experienced. Feedback in care standards questionnaires from twelve of the people supported or their relatives was positive. We also asked for the views of staff and professionals during the inspection.

Examples of comments received were:

"The standard of support that the team give is excellent, they are all very adaptable, we all work as a team"

"Partners have enhanced my son's quality of life"

"At one time I would have said a hit and miss but the service in the last few months has improved for the better for my relative"

"I would say the family are "over the moon" with the service our relative is receiving now and our relative is happy with the service they are receiving"

"I like continuity in the staff team, it's stable now and this has improved how my relative is supported and cared for, all are very caring to my relative, can't fault it, high marks from us for the service"

"It's amazing service my relative is very happy with them, this makes me happy too"

"I will say it's a good service who focus on a person centred approach for the group they care and support"

"The biggest thing is the fact my relative lives independently in their own home, this is a big outcome for my relative."

"My relative has a better social life than me, this all coming on board since they went to live in their own home."

"Living independently is their biggest goal and as a family we can't praise the workers enough and we are so proud of our relative."

Overall, people we spoke to were very happy with the service received. Since the service restructured towards the end of 2017, it has continued on a journey to implement self managing teams. Two parent's expressed a view that the change in the management structure had directly impacted negatively upon the quality of care delivered, they felt there was insufficient monitoring, while others felt the service was very individualised with very good outcomes, effective management input and leadership. We explored the structure of the service with the registered manager and suggested consideration be given to the Renfrewshire area as it's structure differed from other teams in other areas.

## Self assessment

The service was not asked to complete a self assessment in advance of this inspection. We looked at their development plan and quality assurance systems. These demonstrated their priorities for improvement and how they were monitoring the quality of provision within the service.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

Partners for Inclusion continues to deliver a very high quality of care and support, enabling people to live in their own homes and promoting independence. We could see that established teams delivered tailored, flexible and caring support. One relative told us, "Partners for Inclusion always have the people they support at the centre of their care plans. Each person is treated differently according to their needs, it is not a 'one size fits all' company. The person they support and their family are important to them". We observed warm, caring and friendly interactions between staff and people supported, staff knew the people being supported very well and often engaged with family members. We saw some examples of truly person centred care, where people were at the centre, making their own decisions and choices and achieving very good outcomes.

People can expect to experience high quality care and support that is right for them. One parent told us, "our daughter has a life we could never have dreamed of, thanks to her wonderful bespoke, person centred support. She is allowed to grow and make decisions which are closely monitored and supported by her wonderful care team". While we found the quality of support was very good there lacked consistency across the different teams. With some, there was scope for staff to work differently with people, to be proactive in building skills, promoting healthier lifestyles, choice and independence, therefore achieving better outcomes. One person told us about the impact on them in terms of their support package that was not working well; with their permission, we discussed this with the manager who gave assurances they would take steps to address these concerns right away.

People can expect to be treated with dignity and respect. Each person supported, in their service design, had a description of the skills, attributes and interests a person required to have to be suitable to join their team. When recruiting or building teams, Partners for Inclusion made efforts to match practitioners with the person being supported.

People told us they were supported by consistent teams which allowed them to get to know their support staff and to build relationships. Where there had been changes to support staff individuals met new staff and decided if they were suitable to join their team or not. One person said "I do have a consistent team of carers and for new staff I'm introduced to them by meeting them for a cuppa away from my home. If we 'gel' then they shadow my regular team and when they and I feel confident they will go it alone supporting me". It was evident that where there was consistency and matching in the teams these were working more effectively, people were happier, they were making decisions and experiencing a better quality of life. We encouraged the service to strive to achieve this where possible and to include people supported and relatives in the recruitment processes.

People can expect assessment and care planning that will reflect their needs and wishes. This is important because care plans are used to direct staff in delivering care in a way that is right for them and affects their experience of care and support. Each person had a detailed and holistic service design and working policy in place accompanied by safety assessments and reviews which underpinned support delivery. These documents described specifically what a person could do for themselves in each support area and where help was required; they were very informative and person centred, promoting choice and control. Emphasis on quality care planning was evident, they reflected the individual very well and demonstrated participation from the person supported and relatives. We heard from people supported and their relatives about the significant difference the service made to people lives and could see that some people were supported to be very independent and active and striving to get the best out of life. We could see that people were supported to manage their finances on a day to day basis and where appropriate supporting legal documentation was in place to protect and uphold people rights.

People can expect to feel safe and protected from harm. There was a comprehensive system in place for recording and reporting of incidents and accidents and notifications were made to the care inspectorate and social work when appropriate. The manager had a sound understanding of their adult protection responsibilities and staff undertook training in adult protection.

Concerns relating to adult protection were raised and followed up appropriately. We observed the administration of medication and found systems were in place for managing medication safely. We discussed with the manager the value in analysis of incidents to identify trends that can inform policy, training and practice.

People receiving care can expect those supporting them to have been appropriately and safely recruited. There were robust recruitment processes in place and staff were appropriately registered with a professional body such as the Scottish Social Services Council. It was evident that new staff received an induction and all staff had access to training, supervision and support to equip them for their role. However, in addition to induction and mandatory training received by all practitioners, each person supported had a dynamic training profile which specified training each person required prior to joining their team. This meant that people could be confident that team members were skilled and competent to meet their individual needs.

People can expect to have confidence in the those supporting and caring for them; there were communication processes in place so that important information was shared to ensure people's needs were being met. We could see that complaints to the service were recorded and actioned in line with policy. People told us they knew who to speak to if they were unhappy and they were comfortable discussing any issue or concerns. One relative told us that "the senior development leader is very competent, any problems you have she listens, takes them on board and resolves them". Others told us they would speak to a team facilitator and were confident they would be listened to and that action would be taken to resolve any problems.

People supported and their relatives had opportunities to discuss what was working and how their service could be improved, they said "they do have a review meeting with me, this happens every 6 months where we meet and discuss the way things are going and tweak where necessary."

## What the service could do better

Some of the teams appeared to be operating at a very high level, supporting people to achieve their goals and dreams, others required more guidance and direction to improve the quality of support individuals were experiencing. While there was a development plan in place and resources had been committed to the implementation of self managing teams, the manager should look at ways to achieve consistency in the quality of support delivered, in particular to achieve meaningful person led support and improved outcomes for people.

We looked at the induction process for staff, including training and workbooks that were completed during the probation period. Induction workbooks were a useful tool for reflecting on practice, identifying development needs and evidencing competency; these could be better utilised. We discussed the importance of having a range of tools and opportunities in place for staff observation and reflective practice to enable staff to improve their knowledge, skills and practice.

While there were no significant concerns with incident reporting, the manager identified a number of areas to discuss with the management team to achieve a tightening up on current processes and practice and also highlighted the need to review the medication policy and staff training. The manager could also utilise incident analysis to identify trends, to inform policy and/or practice updates and influence partnership developments.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

There are no outstanding recommendations.

## Inspection and grading history

Date	Type	Gradings
12 Jun 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
3 Aug 2017	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
14 Jul 2016	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
28 Jul 2015	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
8 Aug 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good 5 - Very good
30 Sep 2013	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good 5 - Very good
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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