

Oakridge Support Service Ltd

Housing Support Service

5 Diriebught Road
Inverness
IV2 3QW

Telephone: 01463 713840

Type of inspection: Unannounced
Inspection completed on: 13 January 2017

Service provided by:
Oakridge Support Services Limited

Service provider number:
SP2004005330

Care service number:
CS2004073210

About the service

Oakridge Support Service Ltd provides support for up to 16 adults with a learning disability, in a terrace of four houses in a mainly residential part of Inverness, close to the city centre. The service aims to assist tenants to access community based activities, maximise each individual's potential, promote individuality and independence while providing a level of security through planned support. Staff work with tenants to achieve the quality of life they strive for and to practise in a manner that does not stigmatise or disadvantage tenants.

The service works with tenants individually or in small groups. The level of support varies based on the needs of each tenant. A sleep-in staff member is available between 11.00pm and 7.00am.

The aim of Oakridge Support Service Ltd is to provide support to its tenants to a standard of excellence that embraces fundamental principles of good practice. It aims to deliver a service of the highest quality that will improve the tenants' overall quality of life.

This service was registered with the Care Inspectorate on 1 April 2011.

What people told us

We issued 15 Care Standard Questionnaires (CSQs) to the tenants or their families at Oakridge Housing Support Service. We received seven completed CSQs. These provided very positive responses about the service with all either strongly agreeing or agreeing with the statement - "Overall, I am happy with the quality of care and support this service gives me."

Comments included:

- * The service and care package provided for my relative at "Oakridge" are excellent and I have no worries.
- * The staff are always so helpful and understanding and I am so grateful to have a place like "Oakridge" for my relative.
- * My relative says he loves living at Oakridge and is very happy there. My relative is blossoming since he has been there.
- * I enjoy living at Oakridge. Staff are friendly and helpful.
- * I am happy with my care and support.
- * I am very happy living at Oakridge. I enjoy spending time with my keyworker and working part time as a volunteer at a local charity shop.
- * Oakridge is very good. Staff are helpful and give me a choice.
- * Staff listen to me and take on board what I have to say.

The above comments were confirmed when we spoke directly with three tenants in their houses. They explained their daily routines, activities and about their very active social lives.

We also spoke briefly with a number of tenants when they came to speak with staff members.

Self assessment

The Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider completed this, and with the relevant information included for each heading that we

grade services under. The provider identified what it thought the service did well, some areas for development and any changes planned.

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

Tenants told us that they enjoyed staying at Oakridge and felt safe and supported. They explained that they made every choice about their lifestyle. This included daily household tasks, that is, planning rotas with fellow tenants, attending day service or work placements, personal shopping and social activities. The service had a good system for planning support on a daily basis which took account of the needs of the tenants.

Tenants were consulted about their support needs and this was provided flexibly to enable the tenant to participate in other activities. Tenants were involved in regular reviews about their support with involvement of the community care officers and families as appropriate.

Support plans provided information about the support to be provided leading to consistency of support. Appropriate risk assessments and how these were managed supported this.

Tenants had an active and healthy lifestyle attending various clubs and social events at a time suitable to them. They attended these events independently or with staff support as necessary. In some instances staff accompanied the tenant to an event in their own time as this was not covered by the Housing Support criteria.

Tenants were supported to cook using fresh ingredients. Many tenants were members of a local gym and leisure club. They attended regularly with staff support. The tenants maintained good health and accessed health services as necessary with support if needed. Staff members were observant and when a health issue arose they discussed this with the tenant and supported them to make a GP appointment and another to visit the pharmacist. Tenants self medicated fully independently or with staff supervision as necessary. Systems were explained and were safe.

One tenant wanted to learn to drive. Staff supported them to arrange driving lessons. They passed their driving test and purchased a car. They used the car to go to their work placements and provided them with the ability to go to regular groups.

When a tenant vacancy became available at the service a number of candidates were considered. Tenants met with them and they decided who was the most appropriate person to share their house. Reasons given were recorded.

Tenants were consulted about the recruitment of new staff members. All staff members appeared approachable to tenants and it was evident that the tenants and staff got on well.

New staff members had completed the revised induction record which included a signature from a mentor confirming competence in the various areas. Completion of care training was part of the induction process. Additional training was accessed to develop staff member's knowledge and skills. This included group training

and distance learning courses. The support workers (who would be classified as supervisors) had attended a team leading course. Medication training was provided regularly by the local pharmacist.

What the service could do better

It was suggested that the service should explain the terms "support" and "prompt" to ensure that the plans described the actual support to be provided rather than doing more than required and ultimately de-skilling the tenant. It was also suggested that the support plans should link to more detailed information such as details of the exercises that a tenant was advised to do regularly or behavioural support plans.

On checking the accident reports it was noted that under the "how could this be prevented" they all appeared to imply that the tenant should be more careful. It was suggested that the person completing the report should consider a different form of words which reflected a link to the support plan or a new development of the person's plan.

It was noted that the new staff members had still to attend an Adult Support and Protection (ASP) training session. It was also noted that some existing staff had not completed this for a number of years and it was suggested that this should be completed as part of refresher training. It was also noted that the registered manager had not attended a manager's ASP session. The contracts officer was to pass details of the NHS ASP training team. The manager was also to discuss this at a meeting with the local college tutors. It is therefore recommended that the service explore the availability of Adult Support and Protection training and ensure that all staff members have the appropriate level of knowledge regarding this. **(see Recommendation 1)**

It was noted that the support workers (supervisors) had completed an SVQ level 3. It was discussed that in their supervisory role they should also have completed two supervisory units at SVQ level 4. It was recommended that the service should consult with the Scottish Social Services Council about this. **(see Recommendation 2)** The manager advised that they would discuss this when they met with college staff.

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Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. It is recommended that the service explore the availability of Adult Support and Protection training and ensure that all staff members have the appropriate level of knowledge regarding this.

National Care Standards, Housing Support Services, Standard 3, Management and Staffing Arrangements

2. It is recommended that the service should consult with the Scottish Social Services Council regarding the required qualifications for staff in a supervisory role and then ensure that these are met.

National Care Standards, Housing Support Services, Standard 3, Management and Staffing Arrangements

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								
13 Feb 2015	Announced (short notice)	<table border="0"> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>6 - Excellent</td> </tr> </table>	Care and support	6 - Excellent	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	6 - Excellent
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Management and leadership	6 - Excellent									
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23 Sep 2011	Announced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>6 - Excellent</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	Not assessed	Management and leadership	6 - Excellent
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