

Visualise Housing Support and Care at Home Housing Support Service

Norton Park
57 Albion Road
Edinburgh
EH7 5QY

Telephone: 0131 475 2337

Type of inspection:

Unannounced

Completed on:

7 February 2020

Service provided by:

Visualise Scotland t/a Visualise

Service provider number:

SP2003002589

Service no:

CS2007151815

About the service

Visualise is a care service that is registered to provide combined Housing Support and Care at Home to people with physical and sensory impairments and learning disabilities who are living in their own homes.

The service is provided by five teams supporting people in shared living tenancies in the Edinburgh area and also provided a small package of support to a person living in East Lothian. There were 14 people being supported at point of inspection with a whole time equivalent of 58 staff.

Visualise's statement of basis and values includes:

'Visualise will encourage independent living, provide real life learning opportunities and promote self-help skills.'

'Visualise will ensure that all staff working with a service user will have received training relating to the particular needs of and provision for any individual service user. Furthermore, Visualise undertakes to provide ongoing development and training for staff, in an attempt to ensure the highest possible standards of provision and care for our service users.'

What people told us

We gathered feedback about the quality of the service through looking at information in returned care standards questionnaires, meeting people supported and consulting some people's relatives.

Comments included:

'The care and support my relative has had has been excellent. Visualise have gone way beyond expectations. There have been a few staff changes but the core team and manager have been a consistent presence in my relative's life and the staff have been fantastic. My relative is happy and supported to keep health and has a great social life. Couldn't ask for more.'

'What I as a relative have really appreciated is in the way the service is managed and the receptiveness to adapting support for my relative in a way that provides them with a better quality of life, helps them to develop more independence and learn new skills. The way the staff are supporting them has also improved their safety in the community. There has been no defensiveness but a real willingness there to support staff in their learning and development. We all work together and communication has been excellent.'

'Staff are good but it is not so good when it is agency staff. There has been quite a lot of that here.'

'The care and support from Visualise Scotland is excellent and I am very happy with the care and attention given to my relative.'

'What a great team of workers in place to look after my son.'

Self assessment

There is no requirement for care services to provide self assessments for the inspection year 2019/20. Issues relating to quality assurance, feedback from people using the service and their relatives along with the quality of the service's improvement plan are considered throughout the inspection.

From 1 April 2018, the new Health and Social Care Standards replaced the National Care Standards. These seek to promote and improve outcomes for people who experience care. Services should now be providing support in accordance with these standards.

These are:

- 1: I experience high quality care and support that is right for me.
- 2: I am fully involved in all decisions about my care and support.
- 3: I have confidence in the people who support and care for me.
- 4: I have confidence in the organisation providing my care and support.
- 5: I experience a high quality environment if the organisation provides the premises.

The full standards can be viewed at:

<https://scotgov.publishingthefuture.info/publication/health-and-social-care-standards-my-support-my-life>

From this inspection we graded this service as:

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

What the service does well

People were supported to lead active lives, be involved in their local communities and to reach their full potential. We observed staff supporting people in a warm, caring and compassionate way and providing people with responsive care which maintained their dignity and privacy rights. We observed a member of staff caring for someone in a sensitive way and anticipating issues because they knew the person's needs well. People who required support with their mobility needs were encouraged to participate as much as possible in the process and do as much as they could for themselves. Active support was being promoted – this is a way of supporting people to be active participants in their care and support and promoting people's independence and involvement in daily tasks. We observed a person being given time to process information and respond in their own time about their choice of activity. This showed us that staff supporting them knew them well and provided their support at a pace suited to their communication needs.

People's future care and support needs were being planned for and the provider was actively supporting a person to find alternative accommodation that would suit their needs and wishes. We saw people were provided with appropriate physical comfort and affection from staff they had built trusting relationships with. There was very good detail in support plans sampled about people's health and support needs, choices and preferences. Care plans were regularly reviewed with people supported and their representatives being involved in review meetings. Care plans gave staff clear direction in how best to support people. We heard from a relative how a person's care plan and support was regularly reviewed with them and their staff team. This meant that the person's involvement in daily living tasks was being supported and promoted and their quality of life improved.

Relatives of people supported were represented on the board and had influence over the quality of care and support provided. There were regular board meetings which the management team attended providing the board with quality audit information and updates on service delivery. A person supported was being encouraged to participate in board meetings (with support from advocacy services) so that people using the service could have

representation at management level. The service was continuing to build on its involvement strategy using information from service user and staff surveys.

What the service could do better

People's care and support could at times be less stable and consistent due to difficulties with staff recruitment and retention. There were plans to over recruit so that there would be less reliance on use of agency staff. We spoke with the provider about the way service users were supported to manage their finances safely and reducing recording errors with financial transactions. The provider was planning to trial a new electronic finance system that was already in place for a person supported and proving effective when supporting them with their finances. Housing support and tenancy agreements were in the process of being drafted at the time of inspection.

We found that there could be more detail added to a person's communication plan to assist anyone who doesn't know them well in understanding what the person is communicating through actions and facial expressions. The provider should continue to audit medication administration records to ensure there is a consistent approach across the service when completing medication records and to reduce medication recording errors.

The service provider had employed a consultancy firm to support them with policy development. This is a positive development in supporting the service to update policies in line with current best practice guidance. We discussed further development of the service improvement plan taking account of recent guidance issued to providers of care services to support them with self-evaluation of service improvement planning

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.

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								
28 Feb 2019	Announced (short notice)	<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>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	Not assessed
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	5 - Very good									
Management and leadership	Not assessed									
16 Mar 2018	Announced (short notice)	<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>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	5 - Very good									
Management and leadership	5 - Very good									
29 Mar 2017	Announced (short notice)	<table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>3 - Adequate</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	3 - Adequate	Management and leadership	Not assessed
Care and support	4 - Good									
Environment	Not assessed									
Staffing	3 - Adequate									
Management and leadership	Not assessed									
28 Mar 2016	Announced (short notice)	<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>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good		
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Date	Type	Gradings	
		Management and leadership	4 - Good
13 Nov 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Dec 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Jan 2013	Announced (short notice)	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	5 - Very good
24 Jun 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
12 Aug 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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