

Nansen Highland Housing Support Service Housing Support Service

Redcastle Station
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Telephone: 01463 871255

Type of inspection:

Announced (short notice)

Completed on:

17 January 2020

Service provided by:

Nansen Highland

Service provider number:

SP2003001725

Service no:

CS2011299270

About the service

The service is operated by Nansen Highland, a small charity based in Easter Ross. Nansen Highland Housing Support Service provides both housing support and care at home to adults with learning disabilities and autism. Nansen Highland also provide other services including day care and residential care.

The service supports people with their own tenancy to live independently and safely in their community. The support offered is flexible and tailored to meet the needs of individual service users and their different circumstances. Support can range from a few hours a week to significantly larger periods on a daily basis.

The service registered with the Care Inspectorate on 1 May 2012.

What people told us

We received two completed Care Standards Questionnaires from people who use the service. Everyone that replied said that they were very happy with the quality of care and support that they received from the service.

We spoke to a number of people who use the service as part of the inspection.

People said:

"I find the service to be very responsive and flexible when meeting the needs of people they support. I would recommend them."

"Nansen are the best service I have had. They help me when I need it and they listen to what I have to say. They have helped me so much over the past year. If I have any complaints or concerns the manager deals with them straight away, I can always go to her to get something sorted out."

"I like people at Nansen, I know them. I like to go out with them and do things."

Self assessment

The service had not been asked to complete a self assessment ahead of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of provision in the service.

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 experienced very good support from this service. We saw a caring and respectful staff team, who clearly knew the people they were supporting very well.

People should experience warmth, kindness and compassion. We saw a staff team that was warm and caring. People told us they were very happy with their support staff; that they were always on time, friendly, polite and trustworthy. People said that there was good continuity of staff and that the support they received was flexible and tailored to their needs.

People should be fully involved in developing and reviewing their care plans. We saw that care plans were regularly updated, well-written and contained clear and comprehensive information on how to offer effective support. Care plans would benefit from containing a more detailed personal history and more information on people's likes and wishes. While we saw that review minutes were in place, these could be further developed to capture more detail of what was discussed, including more feedback from supported people and their families. This would support the development of more outcome focused care plans.

We saw that staff were skilled, enthusiastic and knowledgeable. Feedback, observations and care plans showed that the service respected people's choices and abilities.

The service had good links with other professionals and were able to provide direction and information to people if they asked or agreed for the service to do so on their behalf.

People should be confident that staff who were recruited to support and care for them have been appropriately and safely recruited. We saw that the provider had good recruitment policies and procedures in place and provided a structured induction programme for all new staff. Staff were aware of their requirement to be registered with the Scottish Social Services Council (SSSC) and we saw evidence that this was being monitored by the organisation.

The service had worked hard to ensure that their staff were confident and competent in their role. Staff told us that they enjoyed their jobs and felt very well supported by management. Staff attended regular team meetings and received support and supervision and an annual appraisal. Staff were able to give feedback through an annual staff questionnaire. A robust training plan was in place for the service and staff had the opportunity to achieve a professional qualification. We saw that a skilled and supported staff team led to better outcomes for the people being supported.

People told us that the manager of the service was very approachable and that they felt any issues or concerns that they raised were listened to and quickly resolved. We saw that the manager was a very visible presence in the service who continually evaluated people's experiences to ensure that they received the right support.

What the service could do better

People should be meaningfully involved in how organisations that support and care for them work and develop. The service should look to further develop the inclusion and participation of people they support. The provider should consider ways of giving people more opportunities to express their views on the service and to influence the way the service is delivered and developed. This could include areas such as the recruitment and training of staff.

We could see that the service had started to develop its use of reflective practice in support and supervision. This could be further extended to encourage staff to reflect further on any training they had completed. The service could also further develop its use of observed practice, giving the opportunity to identify existing good practice and areas for improvement.

People should benefit from a culture of continuous improvement, with organisations having robust and transparent quality assurance processes. The service would benefit from further developing their self evaluation of their own performance and this should be included in a service development and improvement plan.

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
18 Jan 2019	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good Not assessed
21 Mar 2018	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
10 Jan 2017	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good Not assessed
10 Dec 2014	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 4 - Good 4 - Good
15 Jan 2014	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 4 - Good 3 - Adequate

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