

Streets Ahead (West) - Care at Home/Housing Support Housing Support Service

Lyle and Scott Building
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Hawick
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Telephone: 01450 377 924

Type of inspection:
Unannounced

Completed on:
26 April 2023

Service provided by:
Streets Ahead (Borders)

Service provider number:
SP2003001977

Service no:
CS2004056958

About the service

Streets Ahead (West) provides care at home and housing support to people in their own homes which is tailored to each person's needs. This can be from a few hours a week to 24 hours support.

The service operates from an office in Hawick in the Scottish Borders and supports people in and around the Hawick area.

At the time of this inspection the service was providing support to 24 people.

The service provider is Streets Ahead Borders.

About the inspection

We carried out a full inspection of the service initially using virtual technology on 17 April 2023. We visited the office base in Hawick on 18 April 2023 and met with supported people in their own homes between 09:15 and 15:00. We visited the office base again on 24 April 2023 between 09:30 and 12:30.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

The inspection was carried out by one inspector from the Care Inspectorate. Time was spent examining evidence remotely between and after visits to the service.

In making our evaluations of the service we:

- spoke with six supported people
- spoke with seven relatives
- spoke with 12 staff and management
- considered feedback from questionnaire emails completed and returned from one health professional, two social workers and one staff member
- reviewed documents.

Key messages

- People experienced warmth, kindness and compassion in how they were supported
- People were supported to get the most out of life and to maintain and develop their skills, interests and strengths
- Staff members knew supported people well and this promoted good health and wellbeing outcomes
- People were getting appropriate help and support in a timely manner
- Management were mindful of service size and capacity to ensure people had a very good quality service
- Management reflected the organisational values and aims of the service

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the support and care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People experienced warmth, kindness and compassion in how they were supported. People's choices were respected and promoted. Staff members knew people well and this promoted good health and wellbeing outcomes.

One family member stated, "My relative's carers are very good - any suggestions we make - staff are open to it - it's all about my relative's needs and wants - we are very lucky - there is a small team so it's consistent - they all bring something different which is good".

People were supported to get the most out of life and to maintain and develop their skills, interests and strengths. Supporting people to live as independently as possible with daily living, attending groups and accessing community facilities. People were supported to go on days out and have holidays. Support was given to enable people to build and maintain meaningful relationships with others.

One professional stated, "My client has the correct amount of support delivered in a way that supports his mental health and encourages independence as much as possible".

People were supported to make and attend health care appointments. Where health or wellbeing concerns were identified referrals were made to appropriate professionals in a timely manner. There was good communication with other professionals. One professional stated "Communication has been excellent with staff being aware of what our client's particular needs are in relation to their wellbeing".

Most people were informed of who would be supporting them in advance and if there were changes. This showed respect for people and reduced anxiety for some. We have advised for this to be revisited with each person so their preferences for this communication can be confirmed.

There were good systems in place to support people with their finances and medication. Improvements were advised regarding the storage and stockpiling of medication. Protocols for when supporting a person with "as required" medication needed more detail.

There were very good support plans and communication avenues in place for staff to easily update themselves about a supported person's activities and wellbeing prior to supporting them. This meant they could focus entirely on the person once commencing support.

How good is our leadership?

5 - Very Good

We found significant strengths in supporting positive outcomes for people by continuous improvement, therefore we evaluated this key question as very good.

Service management demonstrated a commitment to provide high quality care and support to people and to provide a supportive environment for staff members.

Management were proactive when working with other professionals to achieve positive outcomes for supported people. One professional stated, "Communication has been excellent. Very regular, very involved in the Multi-Disciplinary Team and supports around my client".

There were regular staff and management meetings held, where best practice was discussed. Looking at what was going well and what needed to improve. Hence working continually to develop and improve the service.

There were various quality assurance systems and processes in place. These included internal audits, satisfaction surveys and supported people reviews. We suggested some additional audits be undertaken. Quality assurance through competency assessments were due to commence.

In-house training was being developed. We advised training to be discussed in more detail at staff supervision meetings. This would quality assure training delivered and identify how the training had impacted on staff's practice.

Management reflected the organisational values and aims of the service. They were mindful of service size and capacity to ensure people had a very good quality service.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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