

Primecare Health Ltd - Autism Housing Support Service Housing Support Service

11 Castle Road
Winchburgh
BROXBURN
EH52 6RQ

Telephone: 01313391468

Type of inspection:
Announced (short notice)

Completed on:
2 August 2023

Service provided by:
Primecare Health Ltd

Service provider number:
SP2004007050

Service no:
CS2021000097

About the service

Primecare Health Ltd Autism Service provides services for people over the age of 12 living with Autism and learning disabilities. Support is offered in the community and in their own homes, throughout Edinburgh and West Lothian.

The intensity of the service can vary. Support can be provided for a few hours a day, enabling people to access community resources. 24-hour support is offered in people's own homes, in order to maintain tenancies, establish and build skills and grow in independence.

About the inspection

This was a short-announced inspection which took place between 31 July 2023 and 2 August. The inspection was carried out by one inspector from the Care Inspectorate. An inspection volunteer was involved in the inspection. An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer role is to speak with people using the service and their families and gather their views.

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. In making our evaluations of the service we:

- met with two of the eight people using the service and obtained feedback from five of their parents
- obtained feedback from staff and management
- reviewed documents
- obtained feedback from an external professional who had worked with the service.

Key messages

- Primecare Health Ltd - Autism Services delivered experiences for people which were of a very good quality.
- People were respected and listened to because their wishes and preferences were used to shape how they were supported.
- Staff demonstrate the principles of the Health and Social Care Standards in their day-to-day-practice.
- Everyone was overall happy with the service.
- Staff recognised changing health and social needs and shared this information with the right people.
- The management team knew the people they supported extremely well and were very involved in the delivery 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 care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff demonstrate the principles of the Health and Social Care Standards in their day-to-day-practice and spoke with compassion, dignity and respect about working with the people they supported. We obtained feedback from people and their families and all of them spoke very highly about the majority of staff. One person they supported told us, "The staff are always very respectful to me", whilst another said, "I am happy with the service, I like the staff". A family member said, "There were some problems a while ago, but I'm very happy now".

People were usually supported and cared for by a consistent staff team, which resulted in meaningful relationships being established. We heard that last year this had been less so, however, the provider had worked hard to put teams of staff in place for people. There was a designated team leader for each team which provided stability. We spoke with three team leaders who knew the person they supported extremely well. They talked us through the support for that person and it was clear that this was individual to them. Team leaders spoke with a genuine warmth and sense of encouraging the best out of people.

The service had good links with local health and social care professionals and liaised with them promptly when any concerns were identified.

People were supported to build, maintain or re-gain their confidence and to have a strong sense of their own identity and wellbeing. Staff use their knowledge of the impact of people's health condition or diagnosis when supporting people with this. This was different for each person with one person being supported with horse-riding whilst another was supported to go on holiday. One parent told us, "it's all about my child's routine and they are very good at that, whilst another said, "We get a plan for the next week and they have my child's best interests at heart".

Some people received 24-hour support and staff support them extremely well with menu planning and cooking. People enjoyed meals or snacks and drinks that reflected their cultural and dietary needs and preferences. One person we visited told us how they batch cooked on certain days with staff and then would freeze portions to use rather than relying on readymade or processed meals. They were currently supported by some people who had lived in other countries and they told us, "I enjoy cooking with staff and learning and tasting the different foods from across the world".

How good is our leadership?

5 - Very Good

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

Since the last inspection of the service there had been changes of staff at all levels. The service had gone through a difficult staffing period last year. Senior management had stepped in during this time and the service was now in a much better position. A new manager was recently in place, along with team leaders and consistent staff teams. One parent told us, "Last year I did have some criticisms but now they are doing really, really well", whilst another said, "There were some management problems a while ago, but new management came in and I am very happy now".

Staff felt that the management team were approachable, supportive and provided practical guidance. People were confident giving feedback and raising concerns because they knew staff and management would act quickly to resolve matters. Staff spoke about being empowered by leaders and respected as there was no hierarchy which promoted equality and inclusion for all.

Management on call support was available throughout the day and night. Staff told us that this had been very helpful anytime they had had occasion to use it. This meant that they felt supported and more confident when at work.

The service had recently carried out surveys to get feedback from people they support, their families, staff and external professionals. To make the feedback meaningful, the results had been collated and a clear action plan devised to start working through.

Staff benefitted from regular staff meetings, individual supervision sessions and training opportunities. These ensured that they had the necessary information and support to enable personal and professional development. Some training had fallen a bit behind in certain areas due to last year's staffing issues, however, there was a clear plan to rectify this.

People could be assured that there was an ongoing, dynamic and responsive improvement plan that detailed the future direction of the service. This was well managed and empowered others to become involved.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

In order to maintain effective outcomes for people experiencing care and promote continuing staff development, workers should be offered more in-depth training, including but not restricted to, Autism, conflict de-escalation, stressed -distressed presentation, Girfec, Adult and Child Protection.

This ensures care and support is consistent with the Health and Social Care Standards, which state: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (3.14).

This area for improvement was made on 18 March 2021.

Action taken since then

A training plan was in place that included the topics within the area for improvement. This had started to be worked through, but more time was needed to complete this.

This area for improvement is repeated.

Previous area for improvement 2

In order to ensure that staff practice is effective and competent, induction processes should involve observed practice evaluations. Feedback should be sought from people experiencing care and integrated into staff supervision.

This ensures care and support is consistent with the Health and Social Care Standards, which state: 'I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve' (4.8).

This area for improvement was made on 18 March 2021.

Action taken since then

A new staff observation form to be used in conjunction with supervision was in place and included a section for feedback from people they supported, where that person was able to do so.

This area for improvement had been met.

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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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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