

Support for Ordinary Living Housing Support Service

58-60 Albert Street
Motherwell
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Telephone: 01698 276206

Type of inspection: Unannounced
Inspection completed on: 27 June 2017

Service provided by:
Support For Ordinary Living

Service provider number:
SP2004005745

Care service number:
CS2004069150

About the service

Support for Ordinary Living (SOL) provides a housing support and care at home service. The service works for people with a variety of different support needs and disabilities and says it will help people 'to choose and create a life for themselves within their own homes'. Each person has a dedicated staff team providing a range of support from a few hours to 24 hour support.

In their mission statement SOL say:

The Mission of SOL is to assist people in need of support to live the life they choose.

- We recognise that each person knows what they want and we will listen, learn and respond accordingly. We will design and redesign support consistent with what we hear the person say and with what we see the person do.
- In assisting each person achieve their dreams and aspirations we will challenge and seek to change the values, attitudes and approaches which prevent the individual from being an active and valued member of their community.
- We are committed to creating opportunities for each person, which will enhance their personal learning and development.

What people told us

During our inspection visit we heard many positive comments about the service and staff members were often highly praised. We also got some feedback from questionnaires we sent out before our visit. People told us they felt that they were in charge and led the decisions about their support. Some of the comments from people SOL work for or family members were:

- 'I'm involved in choosing my staff'.
- 'Didn't think I had that in my locker'. (a person achieving more than they'd expected)
- 'SOL has helped me to get as much independence as I possibly can'.
- 'His team leader...works closely with support staff to provide the best care'.
- '...nothing is too much bother for all her helpers'.
- 'I would say (person's name) is very happy with quality of service she receives...a good team around her'.
- 'The team leader is outstanding...'.
- 'I am extremely happy with care provision'.

Whilst there were lots of positive comments, a couple of concerns were raised and we went over the type of concerns mentioned with the senior management team. For instance some people had disruption to their staff team or support during the last 12 months. We thought the managers took these concerns seriously and would strive to resolve such matters.

Self assessment

We did not request a self assessment this year. We discussed and considered the service's own development and improvement plan as part of this inspection.

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

Support for ordinary living (SOL) provides high quality support. There were many aspects of this service that we were very impressed with and we thought the service was innovative and strove to keep the people it worked for at the centre of its activities.

We thought the service had very strong values and that these were consistently promoted throughout its activities. In our discussions, management and staff regularly gave examples of how they had listened to a person they worked for, recognised their wishes and planned the support accordingly. People and family members confirmed this was the case. It gave them confidence and trust in the service.

We saw that people the service worked for had a big say over their own support arrangements and that there were also opportunities for them to take a direct role in assessing the overall quality of the service's provision through the quality checkers group. This kind of activity led people to influencing and deciding on important matters in the service. For instance if changes to how the service operated were being proposed then they could make their suggestions, share their views and contribute to the decision making. We saw this helped in making decisions and changes that were right for people the service worked for.

Different individuals told us how through SOL assistance they'd grown in confidence, were happier or were now leading their lives in way that suited them better. One person told us how being more independent, having less staff support, was really important to them and that SOL had worked out with them how to achieve this. This meant they had more time to themselves or for being in the company of friends.

SOL used technology such as the internet and other electronic aids to give people more opportunities, greater peace of mind and generally another option for having their support needs and wishes met. It was called SOL Connect and we thought it was very innovative. It enabled people to do more and had a major positive impact in people's lives.

SOL management were able to tell us a lot about the day to day support provided by the service. Practice leaders usually had an excellent, detailed knowledge of the support a person was receiving. The senior managers were able to give us a very good overview of what was going well in the service and where they saw new developments or changes could be made. Generally, we thought the management team were very in touch and responsive. Staff members said they found their practice leaders very approachable and supportive. We saw different examples of where staff members contributions were appreciated and valued by the service. People said their staff members were enthusiastic and easy to get along with.

SOL was very good at looking at and examining its support activities. Regular audit checks took place. Various meetings to discuss service provision happened every month and other ways of getting feedback such as the quality checkers group reports and surveys all contributed to the service making sure it provided support in a way that suited people, was in their best interests and which ran smoothly and effectively.

What the service could do better

We met with the director and head of operations to give feedback on our inspection visit. Generally we confirmed that the service was performing to a very high level and there were many aspects of it that we were very impressed by. We also discussed how improvements could still be made in some areas.

Over the last year we found that some people had experienced more changes to staff than usual and this had been disruptive to them. The service assured us this was a temporary situation and had improved since. We also saw that a few staff had not had regular one to one (supervision) meetings and that some team meetings had not happened as planned. We talked about this and found it was due to extra demands on the service during the last while and this would now improve.

When we examined the accident and incident recording forms and the steps the service had taken in response to these, we found some inconsistencies around the way these matters were recorded. We discussed how this could be better with the head of operations and talked about the way more serious incidents or accidents are examined and thought some small improvement could be made there.

We found the senior management at SOL were very open to any considerations around improvements and we discussed some of the developments currently happening at SOL and their hopes as to how these could further improve and benefit people's lives. Other potential improvements were also discussed.

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.

Inspection and grading history

Date	Type	Gradings	
30 Jun 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
21 Aug 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good 5 - Very good
29 Aug 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good 5 - Very good
7 Sep 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
13 Jul 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 4 - Good 3 - Adequate
14 Oct 2011	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 4 - Good 3 - Adequate
9 Feb 2011	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate Not assessed
1 Dec 2009	Announced	Care and support Environment Staffing	5 - Very good Not assessed 5 - Very good

Inspection report

Date	Type	Gradings	
		Management and leadership	Not assessed
20 Nov 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good

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