

## Thera (Scotland) Housing Support Service

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Type of inspection: Unannounced  
Inspection completed on: 29 September 2016

**Service provided by:**  
Thera (Scotland)

**Service provider number:**  
SP2007008824

**Care service number:**  
CS2009193383

## About the service

Thera (Scotland) is registered to provide a combined housing support and care at home service to adults with learning/physical disabilities. Support can be provided to people in their own homes, 24 hours a day, seven days a week. Community support is also offered. The aims of the organisation state: 'Thera aims to support people with a learning disability have a good life that makes sense to each person, including developing personal and informal relationships, financial security, enabling people to use their gifts and abilities.'

At the time of writing, Thera was supporting 25 people in Midlothian, Falkirk, East Lothian and Edinburgh.

## What people told us

We spoke to two relatives and met with three people who used the service. The first relative told us that communication was good; that reviews of their relative's care were regular and that they were happy with the service given. The second relative said the service was very reliable; they said they saw a 'big difference' in their relative and put that down to excellent support from Thera.

Two of the people we met had communication challenges. One of these people seemed content and to be enjoying a very fulfilling lifestyle, supported by Thera. The other was less content but we saw no major issues regarding the care offered. A third person was extremely happy with the community support service. He felt the service was very reliable and yet flexible. He likes to know who's supporting him and when. He said Thera always lets him know.

## Self assessment

The self assessment was comprehensive and helpful.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

The service was person centred, imaginative and flexible. People were happy with the service: they were helped to lead fulfilling and creative lives. We found that staff morale was high. Staff and managers' commitment and enthusiasm was very strong. This was reflected in very low staff turnover. Paperwork about people who use the service and about staff was of a high standard. Induction material for staff was greatly improved from last year.

Staff signed regularly to say they had read important information about people who used the service. That was sound practice. Individual risk assessments about people who used the service were filled in regularly and well. Reviews were regular.

A member of staff said, when asked, that the best thing about their job was working with the person they supported.

Away days for staff and managers were productive and included action plans.

Supervision was regular and valued. It now took place in private spaces.

## What the service could do better

Some errors were noted in medication administration. Also, at the homes of two people using the service, we found that medication to be administered by staff was not being kept securely. This was however rectified during the inspection, showing concern. Staff's views about medication accuracy and security was not always as committed as it needs to be to ensure safety. We have made a requirement. See requirement 1.

Managers should check before signing incident reports, that staff have learned from incidents and that work is being done to ensure improved practice.

Training for staff new to supervising others could be reviewed and extended, especially about reflecting on practice and developing professionally.

## Requirements

**Number of requirements:** 1

1. The provider must ensure that medication administration errors are kept to a minimum and that medication administered by staff is kept securely.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 4(1)a : a provider must make proper provision for the health, welfare and safety of service users.

Timescale: on receipt of this report.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
22 Oct 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
22 Jul 2014	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
3 May 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
21 Jun 2012	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
23 Jan 2012	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
16 Aug 2010	Announced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate

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