

Thera (Scotland) Housing Support Service

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Announced (short notice)

Completed on:
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Service provided by:
Thera (Scotland)

Service provider number:
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CS2009193383

About the service

Thera Trust is the parent company of Thera (Scotland) which has been registered since 2009. Thera (Scotland) provide housing support, care at home and support services to adults with learning and physical disabilities and mental health in their own home and in the community. Support can range from a few hours per week up to 24 hours a day, seven days a week.

At the time of inspection 54 people were being supported throughout Midlothian, Falkirk and Edinburgh.

About the inspection

This was a short notice announced inspection which took place between 30 January and 8 February 2024. We spent time visiting people in their own homes, discussing with them, their relatives and support staff the quality-of-care people receive. This inspection was undertaken by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the 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:

- Spoke with eight people who receive support.
- Spoke with 13 staff and management.
- Received feedback from one professional who have regular engagement with the service.
- Attended a leadership meeting and staff induction training.
- Reviewed documents.

Key messages

- People praised the quality of the staff who supported them.
- We observed positive, respectful, and natural interactions between staff and those being supported.
- People told us they valued the good level of staff consistency they received and enabled them to build trusting working relationships.
- Staff supported people to achieve good outcomes and to get the most out of life.
- There were opportunities for people to have meaningful involvement in the development of the care provider who supports them.
- Although the standard of peoples personal plans were very high, they needed to be streamlined to enable easy access, especially to key information about the person.

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
How good is our staff team?	5 - Very Good
How well is our care and support planned?	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 made an evaluation of very good for this key question. There were very few areas for improvement.

We spent time observing how people interacted with others and staff. We saw positive interactions which demonstrated that people were treated with dignity, respect, and genuine affection.

People were supported by a small group of staff they knew well. People and families found this reassuring and meant they developed trusting relationships with the staff. One person said "The staff are all very nice and caring to me. I really like them."

Staff supported people to be involved in a variety of activities including attending day centres, community groups and having lunch with friends. People benefited from a staff team who were motivated to supporting people to achieve their aspirations and wishes. They had a sense of belonging and worth through contributing to the wider community.

Staff demonstrated a good knowledge of people's needs, through detailed agreed personal plans and support guidance which was current and reflected people's health and wellbeing needs. This meant people could be confident staff supporting them were well informed and worked consistently to help them achieve the outcomes they had identified.

The staff liaised well with health professionals to offer a range of opportunities and regular healthcare assessments and treatment from competent trained practitioners that promoted people's health and wellbeing needs.

How good is our leadership?

5 - Very Good

We made an evaluation of very good for this key question. There were very few areas for improvement.

The service promoted the involvement of people into the delivery of the service to a very good level through facilitating 'Being heard' meetings, participating in the induction training for staff and providing meaningful feedback through face to face with quality assurance leaders. This meant people felt respected and listened to because their wishes and preferences were used to shape how they were supported in their home.

Staff expressed that the management team were knowledgeable and supportive of their work. They demonstrated an understanding of the nature and challenges associated with supporting individuals they provided assistance to. Additionally, they described managers as open and approachable, fostering a supportive and collaborative work environment.

A variety of comprehensive quality assurance processes were in place which enabled the management team to have a good oversight of the care delivered to people. This ensured people had confidence that their care was being managed affectively and responded to appropriately.

How good is our staff team?

5 - Very Good

We made an evaluation of very good for this key question. There were very few areas for improvement.

Staff clearly demonstrated the principles of the Health and Social Care Standards and were compassionate about meeting the care needs of people. Staff we spoke with were committed, flexible and dedicated to providing the best possible care to the people they support.

Staff felt supported in their role and found the management to be approachable. Staff described the morale as good following a culture change within the team. Their competence was regularly assessed to ensure that learning and development supports better outcomes for people. This meant that people were being cared for by staff who understood and were sensitive to their needs and wishes because there are several learning and support measures in place.

Team meetings were held monthly, which incorporated reflective practice of supporting people to achieve their personal outcomes for people and how these can be met with the support from staff and other external support agencies. Staff were supported to keep up to date with current and changing practice, with easy access to a range of good practice guidance.

High levels of staff consistency and the absence of the need to use agency staff resulted in very positive working relationships being established between staff, the supported people and their relatives.

How well is our care and support planned?

5 - Very Good

We made an evaluation of very good for this key question. There were very few areas for improvement.

People benefited from dynamic and aspirational personal plans which consistently informed all aspects of the care and support they experienced. People, and where relevant, their families or those important to them, were fully involved in developing their personal plans. Strong leadership, staff competence, meaningful involvement and embedded quality assurance and improvement processes supported this happening.

Personal plans provided a great insight into someone's life; their background, family circumstances, their wishes, choices and aspirations. We found they were written well and comprehensive, with good information to lead and guide staff on how best to support the person. Support plans were of an easy-to-read format, supporting people who may have additional support needs.

Risk assessments were person centred and enabled people rather than restrict people's actions or activities.

Six monthly reviews were completed, ensuring people were at the centre, with input from their relatives, staff and the manager. They were outcome focused, with action plans detailing how the staff can support people to reach their goals, accompanied with photographs of their achievements. This enabled the reviews to be very meaningful to the person concerned.

Although people's care plans were very comprehensive, there were instances where information was duplicated and there would be some benefit for people to have information streamlined to support easier access and understanding. We were informed that the provider had plans to transfer personal plans from paper form to a digital platform. This may support the development of this area.

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

The provider should improve their training records and develop a system to identify where training is completed and when updates are due to ensure that all staff have up to date knowledge ensuring good quality support is being provided.

This ensures supported people and the service is confident staff have the required skills and knowledge to provide high quality care and support to people and is consistent with Health and Social Care Standard: 4.19 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'. 4.27 'I experience high quality care and support because people have the necessary information and resources'.

This area for improvement was made on 12 September 2009.

Action taken since then

Systems were in place for managers to identify when re-fresher training was due. The manager however recognised the benefits which would be gained by having a matrix to support having a clear team oversight. We will follow this up at our next inspection

Previous area for improvement 2

The provider should develop a robust system to monitor staff registration requirements being completed within required timescales.

This ensures supported people are confident the provider adheres to safer recruitment practices and is consistent with Health and Social care Standard: 4.23 'I use a service and organisation that are well led and managed'. 4.24 'I am confident that people who support and care for me have been appropriately and safely recruited'.

This area for improvement was made on 12 September 2009.

Action taken since then

No concerns identified. Provider had good systems and procedures in place.

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
How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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