

# Garvald Edinburgh - Supported Living Service Housing Support Service

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Type of inspection: Announced (short notice)  
Inspection completed on: 26 October 2016

**Service provided by:**  
Garvald Edinburgh

**Service provider number:**  
SP2003003348

**Care service number:**  
CS2004056011

## About the service

Garvald Edinburgh - Supported Living Service is registered to provide housing support and care at home to people with Learning Disabilities and Mental Health Problems in their own homes and in the community.

At the time of the inspection, the service was supporting forty three people. The intensity of support varied from a few hours a week to twenty four hours a day, dependent upon the needs of service users.

Support staff were led by three service managers, assisted by nine co-ordinators. The service was overseen by two service development managers (the registered managers).

Garvald Edinburgh states:

"Our aim is to assist people to maintain and develop their independence. We believe however that it is important to value interdependence: where people are valued and relied upon as part of their community as well as needing the support of the community. Social events and opportunities to come together with others form a part of what we try to provide. Central to our support of those who need it, is working with the person or their family to make sure that what we provide is right for that person and is supporting the lifestyle they want for themselves. Our approach is inspired by the ideas of Steiner therefore we support the whole person, taking into account their spiritual needs, contribution and identity. We consider things like the rhythm and balance in a person's life and take pride in our attention to detail and the importance of the little things."

## What people told us

During the inspection we met twelve people using the service and one relative. We also received eleven completed care standards questionnaires, some completed by relatives or by staff supporting service users' to complete these.

Our analysis of responses showed that:

- 100% were happy overall with the service.
- 100% agreed that if they told staff they were unhappy about anything they would do something about it.
- 100% said staff had enough time to support them.
- 100% felt safe.
- 100% agreed staff treated them with respect.
- 100% said the staff knew how to support them and helped them be as independent as possible.

One person did not know what was in the support plan.

One person did not have confidence that staff had the right training and qualifications.

Four people said there were a lot of staff changes.

One person said they were not asked for their views.

Comments from people included:

- "We have a good manager, she knows what she's doing."
- "I was on the interview panel for the manager, we made a good choice. I like it here, I'm settling in."
- "It's good."
- "I'm going away next week."
- "I'm getting a new car soon."
- "My support plan is very good. The service helps me be very independent. I have enough

hours. I feel very safe in the service. They treat me very well. Staff have training. The best staff are at Outreach. I tell the staff if I have a concern and they deal with it. It's the best service."

- "The service is good. My support plan tells me what I can do with my support. The staff know how to support me and they do this through reviews and meetings. They encourage me to be as independent as possible. I trust the staff. I know they have policies. They treat me with respect. They are jolly and friendly and listen to me. They do a wonderful job. I have a good amount of support time. Once in a while the tenants have a meeting with the staff to discuss issues."
- "My support plan tells people about me and what I like. I like people to spend time with me and get to know me as well as reading my support plan. Staff share information in handovers and my workshop diary. Staff have meetings and reviews and attend these with me. My keyworker updates my support plan and all staff use weekly planners with me to know what my routines are and what I like to do. Staff encourage me to do things myself and help me when I get stuck. I feel safe having things around me and having staff I know with me. Staff all go on training days sometimes. I am excited to know new people but afraid they don't know me. I have a core team that knows me and a keyworker. I know I can speak to them about anything."
- "The service is good and helpful. I would tell staff if they didn't know how to support me. I feel safe. The staff treat me well. They listen to me."
- "The service helps me be as independent as possible."
- "I don't know whether the support plan tells people about my relative as we only have a meeting once a year."
- "Staff support me with shopping, etc. The service enables me to stay in my own flat, with support. I feel safe in the service and like the company of staff. They are kind and helpful and give good instructions. There are changes to staff during the holiday periods, but they keep me informed. Sometimes it can be a bit erratic. They don't ask me my views."
- "Staff help me plan my meals, but I choose my own meals and they let me make them. They know what things I like to do. They review my plan every year. They keep a diary about what I do. I'm encouraged to go shopping, to the bank, on the buses on my own. I trust the staff to look after me. I like being in my own flat very much. Staff treat me well, they talk to me and listen to me. They take me out on Tuesday and Thursday nights and sometimes other times. I help to interview some of the staff. I like to meet staff before they start working. Staff have enough time to support me. They are usually with me when I expect them - occasionally there are mix ups but I get enough support. I would like more if I could have it. I don't like the dentist (or doctor) but staff always help me when I have to go. They help me with friendships. If I had a concern I would tell the staff straight away, I know who to talk to - my keyworker."
- "If I didn't feel safe I would walk out. I feel that the staff at Reachout are the best workers I've ever had. My last workers didn't help me like you lot do. You help me do craft projects. We do activities together, we have a laugh, we go for walks, we have our lunch together. I don't get told off if I'm late. You (staff) know what you are doing every day. My workers always offer me a hot chocolate. I was a bit nervous before, but once I got to know you all, we started to have a laugh. Staff have enough time to support me. The projects we do together all take a long time and staff have time to do all the projects with me. I display my artwork and wildlife pictures on the walls. Staff cheer me up. I like that staff meet me at the flat. My old workers didn't meet me at the flat. Staff come to appointments with me and help me with my education. Some workers have left and are not here now."
- "Staff know how to support me, helping with walking, shopping, going to parties, helping me to learn to write my own text messages and having a chat when we go out. Staff help

me be as independent as possible, putting the bus pass on the machine on the bus, getting my money out. Staff treat me very well. They are trustable. Staff know how safe the street is for me. I'm waiting for a new house and I would like a less steep hill to walk home. When I tell the service something they write it down. I phone on my mobile and send messages."

- "My current support worker has made a huge difference to my life. She motivates me by getting me to keep fit, tackle my long-standing weight problem and generally meet my care needs."
- "The organisation do their best to deliver a service but the weekends are staff-bare. Better management of resources could improve this."

We also met a range of professionals during the inspection and we asked others to provide feedback about the service via email.

- "Over the last two years we have worked collaboratively with Garvald with a service user with significant adult protection concerns. The meetings and reviews were well attended by support workers and managers who all contributed to the Action Plans. In a complex set of circumstances staff worked well to support the service user to try to gate keep and keep her safe. Due to the ongoing risks, we applied successfully to use an Adult Support and Protection order. Recording of concerns / incidents and communication between Garvald and social work was comprehensive and effective, contributing to having a clear picture and keeping the service user safe. Through reviews Garvald have worked with social work towards meeting outcomes. Keeping the service user safe has involved staff requiring to intervene in challenging situations when required and to provide guidance and support at the right times. Staff have demonstrated in incident reports that they have acted in a skilled way and are knowledgeable. I have confidence in the staff and they have clearly built up a good trusting relationship with the service user. Overall I think managers are available and responsive. Working towards outcomes, it would be helpful if Garvald completed Care Plans timeously. It became apparent that the service user did not have an up to date Care Plan, detailing tasks. Garvald required reminded to supply this to ourselves."
- "The proposed closure of the community house and plan to move residents into their own flats was a steep learning curve for Garvald especially around legal issues, such as capacity. Garvald wanted to find out more, they wanted to learn. They asked for guidance and support appropriately. I'm proud of the joint working, which has resulted in good outcomes for people. It's been the best transition planning I've seen. The service manager is a strong leader and she communicates with and involves staff. I like that support workers have been involved in meetings. The manager is proactive. Recommendations have been implemented. The communication with social work is good, with regular emails and meetings. There was some learning for Garvald around looking at risk and assessing risks posed to the person and the community. They were really involved in this process and as a result, they set boundaries and risk behaviours were mitigated. I feel that the service has matured and learned more about legal powers. Managers now have greater awareness of human rights. Staff recruitment is an issue, as it is with other services. In regards to supporting people with complex health issues, perhaps Garvald did not have sufficient support from health in the past."

"Garvald services have a focus on improving outcomes for service users and are person centred in their approaches. I have experience of Garvald management working well with the City of Edinburgh Council where adult protection concerns have been identified. I find that Garvald managers are generally available and responsive when required."

"I think the service contributes to improved outcomes for the service user. I feel the staff team offer a person

centred approach which allows them to tune into the service user's needs. These needs do vary throughout the year and the staff team adapt their input to how she is feeling. When her mental health is not good the team give steady reassurance and try to offer a clear sense of direction to her. When she is well she is much more able to express what is important to her and the staff team listen and respond to her wishes and her needs. The staff team have skills and knowledge which is further complemented by the input and training from the MHIST team and the Community Learning Disability nurse. The service manager and senior staff member, who I have most contact with, are both very knowledgeable about the service user. Myself and colleagues hold them in high regard. They are usually available and always responsive. Other staff I speak with on the telephone, or meet in person, are also responsive."

"Whilst I have never visited Garvald, I have a number of clients who attend and speak highly of their services. I have spoken to a member of support staff on the telephone recently about a client and was impressed by their knowledge of the person, co-operation and willingness to facilitate access to healthcare."

"I have no hesitation in saying that this is one of, if not the best, services with which I have dealings. The staff appear to be enthusiastic, knowledgeable and client centred. They communicate well, providing useful information and collating requested data which is invaluable in the management of epilepsy. The support staff who attend clinic appointments are always the most appropriate member for that client who knows them well. Without doubt the service contributes to improved outcomes for service users, the staff appear to be skilled and knowledgeable and so far, managers are available and responsive."

"My client has a 1:1 outreach worker. She has a responsive and proactive service with consistent workers who know her well and actively encourage her to be as independent as possible. Her support team have worked with her for a number of years and do seem to be both knowledgeable and skilled in working with her and I've had good, timely communication from managers. I've found support staff to be well-informed and proactive. Managers have been easily accessible when I've had queries or concerns to discuss and have had support plans/ personal plans available for me at the time that I've asked for them."

## Self assessment

The Care Inspectorate received a good quality self-assessment from the provider. which had been developed since the previous submission.

The provider identified what it thought the service did well and gave examples of improvements it planned, for example: further development of personal outcomes support planning; policy and procedural up-dates; changes to staff supervision; review of involvement opportunities and review of management structure, roles and responsibilities.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

## Quality of care and support

## Findings from the inspection

People could be confident that support was provided by familiar staff who had a sound knowledge of each person's needs and preferences. People experienced stability and consistency.

Service users were accepted and valued and their human rights were respected. They were encouraged to get the most out of life, making choices about all aspects of daily living and taking part in activities that were important to them.

Staff demonstrated a high level of skill in supporting people to communicate in a way that was right for them, involving people in genuine dialogue. People were listened to and treated with warmth and courtesy. We could see that people were comfortable and at ease.

People's outcomes included feeling safer, happier, more confident, more able to enjoy social situations. Service users were developing skills, interests and active citizenship.

The service took a risk enablement approach. For example, if someone needed support in managing their money they were enabled to have as much control as possible. Restrictions to control and choice were kept to a minimum. Service users were helped to understand risks and the consequences of unsafe behaviour or decisions. The service had requested capacity assessments appropriately and was clearer about any powers delegated to them where a person lacked capacity. The service was proactive in requesting advocacy services for people.

The service prioritised people's health and wellbeing. This was enhanced by close cooperation with a range of professionals. People were supported to access all of the health services they needed and were encouraged and supported to make healthy lifestyle choices. The service was responsive to changing needs and worked hard to secure the right level of support for individuals, for example, when facing changing health or other crises.

There was good access to technology and other specialist equipment to promote maximum independence.

People could be confident that medication administration procedures were up-to-date. We saw improvements to the signing and notating of medication records. We saw that there were weekly and monthly audits and any errors were investigated by managers. We suggested that staff members should be reminded to highlight gaps in recording immediately so that this can be investigated.

Staff had sound knowledge of adult support and protection issues. The service worked cooperatively with other agencies to manage ongoing concerns.

People participated in developing and reviewing their personal support plan. Managers were confident that service user's reviews had taken place every six months, as well as whenever their circumstances had changed. See comments under Quality Theme 4.

Teams should check first aid supplies are replenished and in-date.

## Requirements

**Number of requirements:** 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of staffing

### Findings from the inspection

The organisation met its obligations as a social service employer by operating safe recruitment and ensuring staff understood their roles and responsibilities. Service users and families could participate in staff selection and there were also very good involvement opportunities with induction and appraisal.

The service provided very good training and development for staff. Core training covered the organisation's values and principles, social therapy and other essential topics such as adult support and protection. Current training included: key working, assessing risk, personal outcomes. The service was planning training in: autism, positive behavioural support; CALM techniques and social stories.

Many staff hold care qualifications. Funding for SVQ assessment had been sourced in order to prepare more staff to meet the qualification requirements for the Scottish Social Services Council (SSSC).

Staff members were competent, open and enthusiastic. They enjoyed the opportunities offered by the provider to develop key working skills, for example: attending and contributing to multi-agency meetings; updating support plans; communicating with families. There was a sense of ownership and pride in working for Garvald Edinburgh.

Staff showed respect, compassion and genuine interest in supporting people to achieve their best outcomes. They worked with people at their pace, so that they were fully included. The organisations' ethos was fully demonstrated in practice, meeting the expected codes of practice and the new principles of the Nation Care Standards, available at: [http://www.newcarestandards.scot/?page\\_id=15](http://www.newcarestandards.scot/?page_id=15)

Whilst there were some staff vacancies, use of relief/agency cover was better managed and had less impact on service users and staff teams. Agency staff received an induction and an assessment of their competency to administer medication.

The service acknowledged that some training may be required on use of the GMS, the service's electronic recording system, to ensure all staff have the desired knowledge and confidence.

Some staff said they did not receive regular supervision. A new system, linked to appraisal, was about to be implemented. Managers were confident that this would ensure that staff had planned individual meetings to discuss and reflect on their practice and identify any development or training needs. We welcomed this improvement, which will meet the expectations of the SSSC's employers code.

The service could provide service users/families with a copy of the newly revised SSSC Codes of Practice for employers and workers. See also:

<http://www.sssc.uk.com/about-the-sssc/multimedia-library/publications/37-about-the-sssc/information-material/2944-care-leaflet>

Restoring regular team meetings would be beneficial. These could include discussion of a development topic. For example: the new good practice guide - Preventing injury and falls for people with learning disabilities; the consultation on the draft revised National Care Standards; Human Rights case studies. See:

<http://hub.careinspectorate.com/media/291646/injury-and-fall-prevention-for-people-with-learning-disabilities-resource-guide.pdf>

<http://www.healthandsocialcare-snap.com/casestudies/human-rights-in-health-and-social-care-putting-it-into-practice>

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of management and leadership

### Findings from the inspection

People could be confident that the service was well led. The management team was stronger. Managers had more oversight of the service, demonstrated greater confidence and had a clearer sense of direction.

People were actively encouraged to be involved in improving the service. Quality assurance questionnaires had been sent to all stakeholders and the returns were about to be analysed and reported on.

We saw that:

- The service had sought capacity assessments and had requested copies of legal powers relating to individuals.
- The service had made good progress with updating its policies and procedures.
- Two requirements relating to medication had been met.
- The quality audit system was almost fully rolled out.
- Service managers had registered as supervisors with the SSSC and the coordinators had applied to register.
- A management review was underway.

Teams were operating in a calm, organised way and any incidents were managed proactively. Difficulties within one team had been addressed. Staff said they felt well supported. They had opportunities to develop leadership through 'acting up' to cover absence and in areas of practice, such as being the user involvement representative; organising group activities; taking a lead in office maintenance.

From looking at the electronic management system (GMS) we could see that improvements had been made to support planning but it was not easy to see that all reviews had been completed at least every six months, as required by the Regulations. Reviews provide an opportunity to check with individuals and families that they

are happy with their service and that they know how to raise matters when they are dissatisfied with how their support is managed. Where updates/revisions had been made to support plans these did not always show the date that the revision was made. As a consequence, some support plans looked out of date. A new care management procedure was about to be introduced and keyworker responsibilities were being detailed. We carried forward a requirement about support plan reviews.

To maintain improvement the service should:

- Continue developing/sustain the leadership capacity of the service,
- Complete the review of policies and procedures so that staff practice is underpinned by up to date guidance which reflects good practice and offer people using the service/families the opportunity to comment on these,
- Fully establish the new supervision model and monitor its effectiveness.

## Requirements

**Number of requirements: 1**

1. The service must readily demonstrate that people had been involved in reviewing their support at least once in every six months (twice in a twelve month period) and that their support plan is in date.

SSI 2011/210 Regulation 5 (1) (b) (iii) Personal plans).

Timescale: 31 December 2016.

## Recommendations

**Number of recommendations: 0**

**Grade:** 4 - good

## What the service has done to meet any requirements we made at or since the last inspection

## Previous requirements

### Requirement 1

Personal (support plans) must be reviewed at least once in every six months.

SSI 2011/210 Regulation 5 (1) (b) (iii) Personal plans).

Timescale: 29 February 2016.

**This requirement was made on 10 February 2016.**

## Action taken on previous requirement

See comments under management and leadership. This Requirement was amended and carried forward.

**Not met**

## Requirement 2

The provider must ensure that Medication Administration Records (MAR) are signed each time medication, including topical medicine, is given by staff.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements as to Care Services) Regulations (SSI 2011/210) Regulation 3 Principles; Regulation 4(1)(a) Health, welfare and safety of service users.

Timescale: Immediate.

**This requirement was made on 10 February 2016.**

## Action taken on previous requirement

We saw improvements in the signing and notating of MAR charts.

**Met - within timescales**

## Requirement 3

The service must up-date its Medication Administration policy, taking onto account the advice from our Professional Adviser - Pharmacy.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements as to Care Services) Regulations (SSI 2011/210) Regulation 3 Principles; Regulation 4(1)(a) Health, welfare and safety of service users.

Timescale: 29 February 2016.

**This requirement was made on 10 February 2016.**

## Action taken on previous requirement

The provider had recently implemented a fully up-dated medication policy, following consultation with the Care Inspectorate. This requirement was met.

**Met - outwith timescales**

**What the service has done to meet any recommendations we made at or since the last inspection**

## Previous recommendations

There are no outstanding recommendations.

## 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).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
15 Dec 2015	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 3 - Adequate
13 Nov 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
3 Oct 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
6 Dec 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
26 Oct 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed

Date	Type	Gradings	
2 Nov 2010	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed 6 - Excellent
8 Feb 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
27 Feb 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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