

Spotlight Support Support Service

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Type of inspection:

Announced (short notice)

Completed on:

16 September 2019

Service provided by:

Spotlight Support C.I.C

Service provider number:

SP2017012888

Service no:

CS2017354862

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service registered with the Care Inspectorate on 2 August 2017.

Spotlight Support is registered to provide a service to a maximum of 15 people with physical disabilities and additional support needs, in their own homes and in the wider community. This includes children from the age of five years upwards.

The service is a privately owned community interest company. It is managed by the director and staffing consist of a support leader and a small team of support workers. It operates across Edinburgh from a base in Musselburgh.

At the time of inspection the service was supporting 12 people. Typically the support from Spotlight supplements other support arrangements.

The provider's aims and objectives include:

- to offer excellent, affordable, community based social support on a 1:1 and group basis
- to support people leaving school and moving on to the next step in their lives
- to help people meet friends and to develop life skills
- to provide respite breaks and group holidays in conjunction with the Council's Breakaway team
- to employ competent, caring and well-trained staff
- to be responsive to the needs of service users and families.

What people told us

During the inspection we met two service users and their support staff and we listened to their views of the service. We also received six completed Care Standards questionnaires, five completed by relatives. We also met two parents.

We observed the positive and trusting relationships developed between staff and service users and heard about activities people enjoyed and how these made people feel.

All of those we heard from were highly satisfied. We have included a summary of comments made by some of the people we had contact with along with feedback from a professional.

"It's super good. I love Spotlight, everyone is just lovely. I'd feel confident speaking to the manager if there was anything. My mum loves them too."

"Spotlight are awesome. I feel ecstatic. Spotlight is very interesting. They get the right staff. I'm happy with everybody."

"We were referred to Spotlight. As well as having someone to take our daughter out, the mentoring is amazing, staff are role models. Our daughter has grown in confidence and maturity. She's calmer. She is learning to self travel. We feel involved in decisions and risk taking. Spotlight reinforce our family boundaries. We work together to look at the best things our daughter can achieve."

We have had reviews. It's broadening her horizons. Such as going to the theatre which she just loved. It has surpassed our expectations. The 1:1 staffing is really, really good, as is the communication, email and text. Staff have good training on the job and they have good insight. We would recommend Spotlight."

"We enjoy working with the Spotlight Support team. They are flexible when they can be around shift changes and try to accommodate changes as much as possible. They are very respectful in their approach to my son and the way they work with him towards being more independent. They are a delightful bunch of individuals and the manager has a good instinct for choosing staff with skills that are an asset to the organisation and reflect her own high professional standards."

"Strong personal ownership by staff of support for the service user. Always willing to offer help to assist. Caring approach to the service user."

"The staff go beyond themselves to support my daughter. We have had many issues with our daughter. The owner has also attended our community care meetings. I wouldn't be without them. The support they supply is invaluable to myself and my family."

"All of the staff involved in the care and support of our daughter are friendly, efficient and respectful of our daughter's suggestions for the activities for the day. They work closely with us, helping implement strategies to ensure our daughter's personal safety, including reminding her to respect personal boundaries. They are very approachable and we have very good relationships with them, e.g. we can call/contact them at any time if we have a question or concern and the staff are able to bring things to our attention (regarding our daughter) if needed."

Self assessment

There was no requirement for the service to provide a self-assessment for the inspection year 2019/20. Issues relating to quality assurance, feedback from people using the service and their relatives along with the quality of the service's improvement plan are considered throughout the inspection.

From 1 April 2018, the new Health and Social Care Standards replaced the National Care Standards. These seek to promote and improve outcomes for people who experience care. Services should now be providing support in accordance with these standards.

These are:

- 1: I experience high quality care and support that is right for me.
- 2: I am fully involved in all decisions about my care and support.
- 3: I have confidence in the people who support and care for me.
- 4: I have confidence in the organisation providing my care and support.
- 5: I experience a high quality environment if the organisation provides the premises.

The full standards can be viewed at:

<https://scotgov.publishingthefuture.info/publication/health-and-social-care-standards-my-support-my-life>

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

We received positive comments from people who used this service and families. People felt safe and relatives felt reassured by the standard of care and support.

From our observations and from discussions with staff it was clear that people were treated with respect and compassion. The manager and team took time getting to know people really well. They knew how best to listen to and talk to individuals and were aware of potential stress factors. Communication tools were being considered, such as Boardmaker, to see if these would be beneficial. Staff worked in close cooperation with families and other care services/professionals to provide consistency and a sense of security for people. People had benefitted from a shared approach to risk and close cooperation.

Clear and detailed support plans guided staff as to how best to support people. We saw they were updated when circumstances or risks changed. The service had systems to ensure reviews took place at regular intervals and that service users were as involved as possible.

People's strengths were recognised and encouraged, for example, gaining confidence to travel by bus without staff.

Although the service was largely 1:1 and based around an individuals' needs and wishes, the service was developing more combined activities, especially theatre trips and meals. People were encouraged to expand their social circles. There was an emphasis on trying new things in a fun way. People were more involved in their communities, visiting new places and trying out new activities such as, gym, trampolining, volunteer work. People received a calendar for the month ahead and knew what they would be doing and with which staff member well in advance.

There were major strengths in supporting positive outcomes for people, such as people being happier, more confident, more sociable, more willing to try out new things, calmer.

"I have seen people expand ability and be proud of what they can achieve. Helping to keep everyone happy and excited to achieve more. I have put a person's Physio exercises into our gym routine and in the swimming pool, helping build muscle to help with walking and stability. It helps this person's confidence. I have taken people to healthy eating cooking classes and they achieved a certificate for their cooking skills. The meals were fairly simple to cook but had amazing flavour and nutrition."

"The support for our service users is person-centred and tailored to their needs and abilities. I really enjoy working with our service users and getting them out and about and integrated within the community. I feel like I am making a difference to those I support. It means the world to me when I see a service user come out of their shell and chat away to the server in a coffee shop or when they build in confidence and are able to do a task on their own for the first time. I currently work with someone who I used to take to a dance class, her face would light up when we were there and she became this animated and excited version of herself. Her confidence was boosted massively and you could always tell that she was just so happy. We now volunteer in a cafe and she has excelled even further, her interactions have improved as well as her abilities and confidence. She often tells me that she's proud of herself which fills me with joy. The support allows me to be adaptable as a support worker to ensure I am providing the best support possible for these individuals. It also means that our service users have confidence that they will be supported in the way that they want."

"I really enjoy working with our service users and getting them out and about and integrated within the community. It's a pleasure to hear such positive feedback from families, it means a lot to me when I hear the impact that the support we give has had on one of our service users."

Staff were motivated, energetic and skilled. They described very good support from the manager and each other. We were pleased to see that the format for staff supervision emphasised the service's person-centred and outcomes focused approach to supporting service users.

"I enjoy working as part of the staff team, everyone is lovely and I feel that everyone supports each other as well as receiving support from the manager. No two days are the same which keeps the job interesting and fun and allows me to constantly reflect on my practice. I enjoy taking on more responsibility."

"I love working with spotlight. The company is still quite small so everyone is quite close. We all try to help each other as much as possible and are happy to do so. The manager is an amazing boss. She has helped me in becoming a better support worker. She has taken time to make sure everyone is OK and has always been there to help anyone with anything they needed. I've had feedback about my work."

"Great fun and fulfilling job, I love it and feel equipped to carry out my role."

"Fantastic job, so much to gain personally and professionally."

"Although I am very new I love the job role. As I have no formal experience the manager is being a great guide and mentor."

"I have felt more supported than in some previous roles. The communication is so good within the company I can ask anyone for help or advice."

The lead support worker acted in a supervisory capacity was now registered in this capacity with the Scottish Social Services Council. She was nearing completion of SVQ 4. The manager planned to support others to achieve a recognised support worker qualification.

The manager had the skills and commitment to drive improvement and she was open to feedback. A development/improvement plan, which followed SMART principles, had been used to good effect. Slow and steady growth in the service had been very well-managed with no adverse impact on service users.

The manager remained in direct contact with service users and families and was readily contactable. Daily records were maintained through electronic systems and the manager was able to oversee what impact the support was having. Satisfaction levels were monitored through regular communication as well as through surveys. Results from June 2019 indicated that people were highly satisfied.

What the service could do better

There were a few areas for improvement.

Satisfactory references should be received before new staff start employment. We shared a template for staff file audits. Health and Social Care Standards 4.24 - I am confident that people who support and care for me have been appropriately and safely recruited.

We would like to see more regular team meetings and the inclusion of development topics. For example, mental health awareness, as requested by a staff member.

We made some suggestions about what to consider and include in the service's policy on supporting service users with their personal finances. In developing policies, the manager could seek input from service users and their families. Health and Social Care Standards - 4.6 I can be meaningfully involved in how the organisations that support and care for me work and develop.

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.

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
16 Aug 2018	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

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