

Tus Nua Care Services Ltd

Housing Support Service

Unit 25, Prospect Business Centre
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Gemini Crescent
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Telephone: 01382 561028

Type of inspection:

Unannounced

Completed on:

9 January 2020

Service provided by:

Tus Nua Care Services Ltd

Service provider number:

SP2006958403

Service no:

CS2013316013

About the service

Tus Nua are a service committed to providing housing and support to adults with learning disabilities, who are unable to live independently. They provide both long-term and respite support and are outcome focussed and person centred in their approach to the people they support.

What people told us

During this inspection, 3 service users were interviewed face-to-face, to families were spoken with on the phone and 4 care managers who had people placed with the service were also spoken with by the inspector. Overall, their comments were all very positive. Here are some of the things that they said: -

People who used the service.

The staff are really good they treat me with dignity and respect and never shout at me.
I like to go out; I go shopping, to the cinema to see Star Wars films.

I feel safe living here the staff help me with my medication and get me an advocate if I need one.

Staff listen to me if I have anything to say about my care. I like to go walking and shopping for food. The service has even helped me to get a job at dovetail, where I make things out of wood.

Sometimes I go to the toy shop in Aberdeen, I have a very busy life I feel safe here.

Last year I went on holiday to Liverpool and visited Anfield. I give the service 10 out of 10.

I keep fit by going to the gym I get on well with all members of staff especially the men. If I had any issues I would talk to Lorraine the manager. 20 out of 10.

Families.

Staff are really friendly and approachable they can't do enough for me and my daughter. She has some very complex medical needs which staff have had to be trained in. They are managing this complexity really well.

The service is really flexible, whatever I need they can organise for me and my daughter. The accommodation in Carnoustie is fabulous. I know that my daughter really enjoys going there and they have built up a good relationship with her.

Very happy with the service. My son is amazingly relaxed when he goes there which is unusual for him. They handle his challenging behaviour really well and will ring us if they have any issues.

I would say that since he has been going there he has developed his social skills and is interacting with other people that stay there. The service send a diary home with him which outlines what he has been doing; things like going to the shops to the cinema, and undertaking activities within the unit.

Yes, we have had a questionnaire from the service asking us what we think of it and how we might improve. 9/10.

Care managers.

The service does a great job they have been very proactive in helping the person I placed with them, to manage his behaviour and handle his anxiety. I like the fact there are a large proportion of men working at the service which gives good role models.

They have managed to get a work placement for the person I place with them, which is going well. They contact me if there are any issues and we work well together. I would say this is a service where they are good at reflecting on their practice and learning from any incidents. 11 out of 10.

The location of the respite in Carnoustie is great right in the middle of the community. The people who use it give me good feedback and the service deals with people with really quite complex needs. Where they need training they always get good training so they can handle things like seizures and peg feeding. 10 out of 10

They are good collaborative workers, they showed compassion and work well with families. When incidents of difficult behaviour occur these are handled really well I have a high level of confidence in the service because they scrutinise everything they do to make sure it is right. 9/10.

Self assessment

Self assessment not requested at 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

Quality of care and support

Findings from the inspection

The care and support provided at Tus Nua was of a very high quality. There were high levels of confidence expressed in the service by stakeholders including, people who used the service, care managers who commissioned the service and families. Here is some of the evidence found at this inspection: -

People were supported to make the most of their time. Evidence was seen of people attending day support, volunteering, undertaking paid employment and following their own interests. One man had been supported to gain employment in a local charity shop and he had gained so much confidence and self-esteem from doing this. Another person who used the service liked to visit a shop in Aberdeen and staff supported him to do this using public transport.

People saw the service as very flexible and that staff went above and beyond what people saw as their duty. The service dealt with people who had very complex physical needs and learning difficulties. This meant that the service needed to be flexible in order to meet their needs. An example of this was, where staff got extra training in order to be able to support a person with their seizures. One parent spoken with was very pleased with the service in this regard.

The complexity of needs of the people supported; especially in relation to autism meant that the service had become very skilled in handling challenging behaviours and providing a consistent approach for people who needed it. There was evidence of the service consulting the positive behaviour team and setting up detailed protocols for avoiding triggers to negative behaviours.

Compassion. The inspector observed staff to be compassionate, not only in the way they spoke about the people, they supported that in the way they actually interacted with them. The inspector observed staff taking time to really listen to what people were saying and to respond compassionately.

It was clear that the service had built up good relationships with families and other stakeholders. One parent of a child being supported in the respite stated that the service were very good at communicating with them and listening to their concerns. In fact, every parent spoken with by the inspector, was positive about the service and their relationship with the staff.

Support planning was outcome focused and person centred. It was clear from reading some of the support plans that each individual had their own support tailored to their needs. There was also evidence of multidisciplinary, working with other health professionals such as dieticians, psychologists, other care providers and GPs. This meant that outcomes for service users around their physical and mental health was as good as it could be.

In conclusion this was found to be a high quality service. People were listened to and effectively supported which is why a grade of very good has been awarded here.

While there are no areas for improvement to report here; one care manager suggested that the service could try more innovative ways of gathering information from service users, prior to review meetings so that their views could be heard at the meeting. One person who used the service sometimes choose not to attend these meetings and the care manager felt that their views should be represented somehow.

However it should be noted that the views of the service users were sought prior to reviews by meaningful conversations using the Outcomes Star model and SHANARRI indicators. This was another way the service gathered the views of the people it supported.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The service was characterised by high quality management that supported a high quality service. Stakeholders had confidence in the staff and management as did the people who used the service. Here is some of the evidence found at this inspection: -

The service had a clear development plan which included the following key themes; to incorporate person centred values, listening and engaging, staff development, managing risk and being fair and equitable. The plan had service objectives, areas for improvement and set service priorities. These priorities included ensuring personal outcomes for people who used the service, upgrading to the physical environment of the respite service, integrating more fully with other health and care practitioners. The plan also outlined how the service was going to monitor its improvements. It was clear the service put the people it supported at the heart of what it did and geared its development around this.

The service also had training plan for staff. This included, monitoring which staff were needing to undertake their SVQ and other mandatory training. Each member of staff was monitored for what training they had received and what training they still required. Training included adult support and protection, moving and handling people, challenging behaviour, makaton, fire awareness, food hygiene, nutrition and diet, autism and infection control. Where individual service users had needs such as epilepsy, peg feeding or challenging behaviour; specific training was commissioned. This meant that service users benefited from well-trained and confident staff.

Staff spoken with by the inspector felt they were well supported. Further inspection showed that they got regular supervision, appraisal, team meetings and time for handover when they came on shift. This meant that service users benefited from a continuity of care provided by well-trained and well-informed staff.

The management of the service kept abreast of developments in learning difficulties and housing support by attending local forums, reading the Care Inspectorate website and its hub and by keeping up-to-date with developments in the field.

In conclusion, this service had good quality assurance systems in place, that ensured service users were listened to, staff were well supported, equipment was maintained and continuity of care was the best it could be. People spoken with about management had high levels of confidence in it. This is why a grade of very good has been awarded here.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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	
24 Jan 2019	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed

Date	Type	Gradings	
2 Feb 2018	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed 6 - Excellent
3 Feb 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
4 Feb 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
10 Mar 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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