

**North Lincolnshire Council
Adult Social Care Provider Public Report**

Hebden Court

Hebden Road, Scunthorpe, North Lincolnshire DN15 8DS
Manager at Hebden Court : Diane Ewen

c/o Creative Support Limited
Unit 2-3 Berkeley business Centre
Doncaster Road
Scunthorpe
North Lincolnshire
DN15 7DQ

Telephone number: 01724 858131

e-mail address: diane.ewen@creativesupport.co.uk

Introduction: Creative Support is a domiciliary care agency that provides staff to deliver care and support to people who live in support living projects and houses. The aim of the service is to provide people with the support they need to live as independently as possible.

Type of provider: Care in your home and supported living

Specialisms: Learning disabilities, mental health conditions, physical disabilities.

Menu of services available: Creative Support provides supported living to 20 people living at Hebden Court.

Pricing structure/Fees of services available: Assessed individual fees

Star rating by residents: 5 stars

What people told us: As part of our annual checks residents are asked how they feel about their lifestyles and what they think about the care they receive. A focus group discussion was held with 8 residents present.

This is what people told us:

They can access health professionals when they need them

Everyone felt safe

They can choose what they want to do each day and go out regularly

All agreed that they felt supported by staff and were treated with respect

All agreed that they were happy and looked forward to the future

We also received comments such as:

- “happy the way things are”
- “it’s better since being here”

North Lincolnshire Council's Annual Performance Assessment

Our current overall assessment: 30 May and 1 June 2012

Outcome	This year's score	Last year's score
Health	Very good	N/A
Safe	Good	N/A
Independent	Very Good	N/A
Involved	Very Good	N/A
In control	Very Good	N/A
Respect	Very Good	N/A
Confident in the future	Very Good	N/A

Health:

People's mental and physical health is monitored and everyone is encouraged and supported to access the doctor's or dentist and go out to opticians and other health professionals when needed. The staff we spoke to were able to clearly describe the process for administering and storing medication. People were asked individually about their food choices and menus are created for each person. Some people assist in the preparation of their own meals. Shopping lists are prepared and people are escorted to go to do their own shopping. All staff have been trained in infection control and follow the guidelines.

Safe:

The exterior of the flats all appeared in good order and gardens well kept. In general, equipment maintenance checks in order. Staff told us that they had received training in safeguarding adults and were clear on the process to follow in raising any concerns they may have and they felt confident that this would be acted upon. Staff advised us that they had undertaken fire safety training and would know what to do in an emergency.

Independent:

People live in their own individual flats and they spoke positively about the staff and the care and service they provide. Most people access public transport or have their own mobility vehicle and choose what they want to do each day, including part time jobs and going shopping. People are able to carry out household tasks within their own flat.

Involved:

People are encouraged and support to get involved in activities that are happening in the local community and access groups and activities with the support of their key worker. Everyone has their own support plan and these are written in consultation with them and family whenever possible. These files are personalised with pictures and preferences, including goals for the future and action plans. Regular tenants' meetings are held and people's views and opinions regarding the service are recorded and acted upon.

In control:

The tenants have fully control of the choices they make on a daily basis. Tenants participate in a range of activities in the local community, including bowling, swimming, going to the gym and going on holiday for short breaks. There is "The Hub" on site which is used as a communal room for tenants and for activities. Each tenant has their own personal budget plan and money. Staff have had finance training and assist and support tenants with budgeting.

Respect:

The staff we spoke to were able to describe clearly the need for confidentiality about an individual's care and had a clear understanding of the "No Gifts" policy and professional boundaries. Advocates are accessed when needed for tenants and staff were aware of how to request this service.

Confident in the future:

Staff receive regular training and they told us they are supported to develop further skills and competencies. We looked at records of staff supervision and appraisals and these were being held regularly and up to date. Staff team meetings are held monthly. Creative Support have the Investors in People Award and they do offer a range of incentives and benefits for their staff.

This home must also be compliant with the Care Quality Commission (CQC) rules and regulations and the latest compliance report is available from the Care Quality Commission: telephone number: 03000 616161 website: www.cqc.org.uk e-mail address: enquiries@cqc.org.uk

Improvements to be made in the next year:

- Legionella check or risk assessment to be put in place
- Staff training for end of life to be sourced

If you wish to speak to someone about this report please contact the Performance Team

Address: North Lincolnshire Council Adult Social Care
Brumby Resource Centre
East Common Lane
Scunthorpe
North Lincolnshire
DN16 1QQ
Telephone: 01724 296655
Email: Performance@northlincs.gov.uk