

Care service inspection report

Lifeways Community Care - Glasgow

Housing Support Service

CTEC, Unit 15F
1 - 15 Main Street
Cambuslang
Glasgow
G72 7EX

Inspected by: Colin Goldie

Type of inspection: Unannounced

Inspection completed on: 25 June 2012



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Service provided by:

Lifeways Community Care Ltd

Service provider number:

SP2004006707

Care service number:

CS2004079683

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

Lifeways provides a range of support to help people make decisions, be independent, live in their own home, play a part in the community and have a say in the service's development.

Staff are motivated, experienced and very familiar with clients' preferences, choices and support needs.

What the service could do better

During the inspection staff said they will continue to seek clients' views about the service.

What the service has done since the last inspection

Staff continue to involve people in Lifeways development.

There was one recommendation arising since the last inspection. The service is working hard to meet this.

Conclusion

Everyone spoken with during the inspection was very committed to making sure that Lifeways meets clients' expectations and needs.

By providing a range of support Lifeways helps clients to live independently and be part of the community.

Who did this inspection

Colin Goldie

1 About the service we inspected

Social Care and Social Work Improvement Scotland (the Care Inspectorate) regulates care services in Scotland. It awards grades for services based on the findings of inspections. These grades, including any that services were previously awarded by the Care Commission, are available on www.careinspectorate.com

Lifeways Glasgow provides support to people with a range of complex needs and disabilities.

Lifeways Glasgow is based in Cambuslang and provides a service covering North and South Lanarkshire, East Renfrewshire and Glasgow.

The service aims to provide "supported living services for people with additional support needs."

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (the Care Inspectorate), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, the Care Inspectorate.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

This report was written by Colin Goldie (inspector) following an unannounced inspection on Monday 25 June 2012.

During this inspection information was gathered from a number of sources including:

Discussion with the area manager, team leaders, staff and those using the service
Personal plans
Meeting minutes
Training records
Training plan.
Satisfaction audit
Care Standards Questionnaires.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

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

There was one recommendation arising since the last inspection:

1. The service should ensure that individual risk assessments that detailed the individual service user's issues with staff guidance towards management of these are in place. The risk assessments should be reviewed in accordance with the provider's policy.

National Care Standards: Care at Home: Standard 3: Your Personal Plan & Standard 4: Management and Staffing.

The service is updating all support files and support plans. As a result of this some review dates had been missed. It is acknowledged that Lifeways is working to address this recommendation.

The recommendation will continue.

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic.

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a self assessment from the manager. This identified what the service did well, areas for development and any planned changes.

Taking the views of people using the care service into account

Care Standards Questionnaires returned from people using the service showed that people were happy with the support provided by Lifeways - "I have a very good relationship with my manager, Team Leader and team." One noted that their service was being reduced. This is due to funding changes that are outwith Lifeways control.

During the inspection people who were using the service said that they were happy with their support.

Taking carers' views into account

Care Standards Questionnaires returned from family members showed that they were happy with the support provided to their relative.

An external education professional spoken with during the inspection commented on the high level of staff knowledge and commitment.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

This Quality Statement has been graded very good.

The manager and staff said that Lifeways could only develop if clients' views are listened to. Clients said staff always ask for and, when possible, act on their comments.

There was evidence that clients are involved in decisions about their care, for example going on holiday, leisure activities and meal choices. This information is clearly recorded in people's support files.

People are supported to employ and choose their support team. This information is written in a "Choosing My Support Team" booklet. Information is in plain language and makes good use of pictures and drawings.

The Lifeways Welcome Pack provides a wide range of information to clients such as the service's aims, clients' rights and how to complain. This is written in an easy to understand manner.

Lifeways produces a newsletter. This lets people know what the organisation has been doing, future plans and news about people's achievements.

Lifeways' Involvement Strategy aims to get clients "at the centre of everything we do" and be fully involved in developing the organisation and individual projects. The strategy outlines how clients, families and representatives' views are obtained. This includes twice yearly Consultation Days, Quality Questionnaires, National and Regional User Focus Groups, policies that are written in plain language, Personal Outcome Reviews and clients being involved in staff recruitment.

There are regular meetings between the client and their key worker. These are used to discuss the service and check that people are happy with their support.

To support clients and families in developing the service and planning their support Lifeways is setting up an "iplanit" group.

Lifeways' quality manager is committed to involving as many people as possible in all areas of developing the service.

Clients are fully involved in developing their support file. These show that people are supported to live in their own home, be involved in the community and take part in a range of activities such as going on holiday, attending clubs and being part of the community.

The way files are organised and information recorded has been reviewed. Some had been revised and others were being worked on during the inspection. This had led to one of the five read not being fully signed or accountable. It is acknowledged that this is a work in progress.

The staff team for each client meets every three months to make sure that their support file and support plan remain appropriate. Plans show that people take part in assessing and improving the quality of care and support provided.

People said that they are very happy with the support and service they receive. They said that staff listen to and act on their comments.

Areas for improvement

Lifeways Glasgow continues to have a very good performance for this statement.

To have all support plans in the new format at the earliest opportunity.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service user's health and wellbeing needs are met.

Service strengths

This Quality Statement has been graded very good.

Lifeways has an experienced and knowledgeable staff team that is aware of clients' support needs. Support files and plans show that staff work to support, maintain and improve individuals' health.

Clients said they are always asked for their opinion and encouraged to make choices regarding health issues. Support files and plans show that staff encourage people to lead a healthy lifestyle such as helping people control their smoking or diet.

Lifeways has a range of policies and procedures addressing clients' health needs. These include medication, food hygiene and fire safety. Before support is provided staff make sure that a fire safety audit is carried out in the client's home. This is kept in their support file.

Staff receive a wide range of training covering areas such as Induction, Brain Injury, Bereavement for people with a learning disability, Epilepsy, Medazolam and Scottish Vocational Qualifications in Social Care (levels 2, 3 and 4). Staff receive refresher training as required. Training is provided to meet the specific support needs of clients. This makes sure that it is targeted at appropriate staff.

Lifeways uses a "Person Centred Approaches Strategy". This makes sure that each client's support file meets their individual needs.

Five support files were read during the inspection. Files contain a range of information including a Support Plan, Risk Assessments (Risk Assessment Management Protocol, RAMP), Health Check & Health Action Plan, Medication Pack, Hospital Passport and "My Daily Routines". Files and Plans show that support is reviewed and changed to meet clients developing health and wellbeing needs.

Hospital Passports are used when a client has to be admitted to hospital. They are clearly written and contain a range of information that is essential to keep the person safe and well. Information is colour coded to make sure that the most important is highlighted.

Staff support and encourage clients to attend appointments. Files show that health issues are referred to the appropriate agency. There are good relationships between the service and health care professionals, such as psychiatrist and GPs. Any advice is clearly recorded in the Health Check & Health Action Plan and Support Plan.

Risk assessments cover a range of areas such as behaviour and health issues and are regularly reviewed and updated. They provide clear information and guidelines when intervention is needed to make sure that clients are supported in a safe manner. As noted above support files are being updated. This had resulted in some risk assessment review dates being missed.

'My Daily Routines' provides details of the day to day support to be provided. This is written from the client's point of view and in an easy to understand manner.

Reviews and 1:1 meetings give clients the opportunity to have a say in the service and how they would like it to develop.

Clients are supported and prompted to take their own medicine. There is an assessment to see what method best suits the client's support need.

Areas for improvement

To continue and build on very good practice.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

Please read Quality Theme 1, Statement 1, for further details.

Areas for improvement

Please read Quality Theme 1, Statement 1, for further details.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

This Quality Statement has been graded very good.

There is a consistent and experienced staff team.

Staff spoke with respect and consideration of people receiving support and have a clear understanding of Lifeways' aims and objectives.

When first employed staff have a 12 week induction period. This informs them of Lifeways' expectations and their role in promoting and maintaining clients' dignity, community presence and wellbeing.

Lifeways' Learning and Development Office is responsible for staff development and is committed to providing staff with a wide range of training including Scottish Vocational Qualification in Social Care (levels 2, 3 and 4). This was confirmed in conversation with staff who said that there are very good opportunities for learning and personal development.

Staff are encouraged and supported to apply for promotions within the service. Additional induction training is provided when people are successful in getting a promoted post.

Staff have been given time to update and review support files.

To make sure that staff work to Lifeways' guidelines and maintain good practice they have regular supervision and yearly appraisal. At these meetings their conduct and practice is discussed. Staff confirm that supervision sessions take place every four to six weeks.

Between supervision sessions team leaders use "Job Chat" and spot checks. These help them keep in touch with staff and monitor services.

There are regular team meetings when staff can talk about a range of matters including their development and training.

Lifeways makes sure that staff register with the Scottish Social Services Council when they are required to do so.

Staff said that the area manager encourages a transparent and open culture. Staff feel comfortable discussing areas of their development and their colleagues' development.

Staff are aware of National Care Standards and the Scottish Social Services Council Codes of Conduct and how these had an impact on their daily work.

Areas for improvement

To continue and build on very good practice.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

Please read Quality Theme 1, Statement 1, for further details.

Areas for improvement

Please read Quality Theme 1, Statement 1, for further details.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

This Quality Statement has been graded very good.

Lifeways has a very comprehensive quality assurance system in place. The organisation sent out a range of satisfaction questionnaires to clients, families, staff and care managers. Questionnaires are available in a number of formats such as easy read leaflets or web based "SurveyMonkey".

Questionnaires are returned to the organisation's quality assurance manager for analysis. Projects are then given a summary of this analysis (Quality Review Results) and asked to draw up an action plan to address any points raised. If there are specific comments these are passed to the manager for them to address.

Lifeways' quality assurance manager meets with Quality Focus Groups to discuss developments.

Team leaders undertake random spot checks. These are used to make sure that staff are providing the agreed support. The service has increased the number of spot checks it undertakes.

As noted in Theme 1, Statement 1, Lifeways uses a wide range methods to obtain people's views and opinions.

Lifeways has a complaints policy. Clients are aware of the right to complain, saying that they feel comfortable doing so.

The manager submits Annual Returns, Self Evaluations, Notifications and Action Plans as expected.

The manager and staff are always looking for ways to improve the service.

Staff said that morale is high and the manager is respected.

The manager and staff always ask clients for their views and opinions.

Support files are reviewed and changed to reflect people's changing wishes and expectations.

Areas for improvement

To continue and build on very good practice.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

There was one complaint since the last inspection. This had resulted in a recommendation that the service was working to meet.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

We had the opportunity to speak with staff during the inspection. All displayed a very good knowledge of Lifeways' aims and presented as being highly committed to people using the service and colleagues.

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
20 Jun 2011	Unannounced	Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership Not Assessed
10 Nov 2010	Announced	Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
24 Jul 2009	Announced	Care and support 5 - Very Good Staffing 4 - Good Management and Leadership 5 - Very Good
14 May 2008	Announced	Care and support 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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