

# Inspection report

## West Lothian Council - West Lothian Domiciliary Care Service Housing Support Service

West Lothian Council  
Strathbrock Centre  
189a West Main Street  
Broxburn  
Livingston EH52 5LH

**Inspected by:** Margaret Kinsman  
**(Care Commission Officer)**

**Type of inspection:** Announced

**Inspection completed on:** 27 February 2006

**Service Number**

CS2004073874

**Service name**West Lothian Council - West Lothian Domiciliary  
Care Service**Service address**West Lothian Council  
Strathbrock Centre  
189a West Main Street  
Broxburn  
Livingston EH52 5LH**Provider Number**

SP2003002601

**Provider Name**

West Lothian Council

**Inspected By**Margaret Kinsman  
Care Commission Officer**Inspection Type**

Announced

**Inspection Completed**

27 February 2006

**Period since last inspection**

This was the first inspection of the service.

**Local Office Address**Stuart House  
Eskmills  
Musselburgh  
East Lothian  
EH21 7P B  
Tel. No: Lo-call 0845 600 8335

## **Introduction**

West Lothian Domiciliary Care Service is operated by West Lothian Council and is registered with the Care Commission to provide a Care at Home and Housing Support Service. The service is delivered in a combined way by the same staff team of 299 (199.05 whole time equivalent staff).

The service provides support to a wide range of people with varying needs, including short term re-enablement support for people being discharged from hospital and preventing hospital admission. The service currently supports over 700 people living in their own homes.

The aims and objectives of the service include the aims to “actively assist people in maintaining and using their rights to live life to the full within their own home, “to promote independence, respecting the rights of service users confidentiality, privacy, choice, dignity and self esteem. Be non-discriminatory on the grounds of race, creed, disability, gender, age and sexual orientation.” “To respect the rights of service users to complain and to know that any complaint received will be taken seriously and acted upon” and “to provide consistency of care from a team of personal care workers with change in service kept to a minimum.”

## **Basis of Report**

Before the inspection, the manager sent a Pre-Inspection Return containing information about the service to the Care Commission. A self-evaluation form was also returned. The Care Commission wrote to the service telling them when the inspection would take place.

During the visit, which took place between 27th February and 30th March 2006, the Care Commission Officer spoke with the manager and three members of staff. The Officer also spoke with nine service users and one relative.

Consideration was also given to the content of twenty five staff questionnaires, eleven service user questionnaires and three relative questionnaires returned to the Care Commission.

The Officer looked at a range of policies and procedures and records including the following:

- Complaints records
- Incident and Accident records
- Personal plans

The Care Commission Officer took all of the above into account and reported on whether the service was meeting the following National Care Standards for Care at Home and Housing Support Services.

- Standard 1 : Informing and Deciding
- Standard 2 : The Written Agreement
- Standard 4 : Management and Staffing
- Standard 8 : Keeping Well - Medication
- Standard 11: Expressing Your Views
- Standard 7 : Exercising your Rights

Account was also taken of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002. Scottish Statutory Instrument 114 (SSI 114).

## **Action taken on requirements in last Inspection Report**

This was the first inspection of the service.

## **Comments on Self-Evaluation**

The self- evaluation form had been fully completed. It contained clear information about the service. The manager had given careful consideration to the strengths of the service and identified areas for development.

## **View of Service Users**

Nine service users agreed to speak with the inspecting officer. Eleven service user questionnaires were returned.

All service users made very positive comments about the service provided to them by West Lothian Domiciliary Care Service. They clearly valued the service offered and praised staff for way they delivered the service.

Some of the comments made were:

“I have no complaints about the service I receive. My carers are friendly and helpful.”

“My regular carers are like a breath of fresh air. They all make me feel special, as though I were their only client. While carrying out their duties we blether away about everything and nothing. Whatever the weather, they come in with a smile and leave with a smile. When they are on holiday my relief carers treat me like a long lost friend.”

“I think all the staff are wonderful and they do a marvellous job.”

“I had a letter asking if I was happy with the service and I just wrote back and said I was happy.”

“I am more than happy with the service. I don't have the support of my family, but they are my family. I have a multitude of problems and without them I don't know how I would manage.”

“I used to get embarrassed about getting showered, but I get regular staff who I know and I like that, so I don't feel embarrassed.”

“The staff are excellent. I was very nervous at first, but I am so impressed with them.”

“I can talk to the staff. One of them recommended that I get a buzzer (community alarm) which is very reassuring. They are all very good.”

“I got information when I started. I have a booklet about it all.”

“The supervisor has been out to check everything is alright and the times they come. She asked if I was satisfied with the service.”

“I've not got a complaints procedure, but they are all really nice, I can't complain about them.”

“The staff are always polite and keep everything confidential. I could talk to them about any

concerns.”

“I couldn’t stay myself without their help. They allow me to stay at home and be as independent as I can be. They are a great support, they are more like friends. I am so grateful for their help.”

### **View of Carers**

Four relatives returned questionnaires and one relative was spoken with. All were satisfied with the care offered to their relatives.

Some of the comments made were:

The service my relative receives from each and every one of her carers is excellent and she is delighted with the attention and care that is given from them all. They are friendly, caring and sensitive to her individual needs and deserve nothing but praise for the way they carry out their jobs each and every day.”

“I am absolutely and totally satisfied with the care provided.”

“The staff are very professional, everything just runs like clockwork.”

## **Regulations / Principles**

### **National Care Standards**

#### **National Care Standard Number 1: Care at Home - Informing and Deciding**

##### **Strengths**

A comprehensive information pack had been developed by the service. It included a personal plan, the risk assessment procedure, contact telephone numbers, the customer care policy, medication and communication recording, the mission statement and the aims and objectives of the service.

The information was available in other formats including video, DVD, CD, Braille, large print and other languages. Service users could also access information from West Lothian Council's website.

##### **Areas for Development**

The manager was not aware of the procedures that should be in place in the event of the service closing or changing hands. This information should be included in the information pack. (see recommendation 1)

#### **National Care Standard Number 2: Care at Home - The Written Agreement**

##### **Strengths**

Information about the service was distributed to service users in a variety of documents.

##### **Areas for Development**

It was recommended that the organisation provided service users with a copy of a written agreement which included the date the service started, how and when the service would be provided, any charges that would be made and arrangements for changing or ending the agreement. (Recommendation 2)

#### **National Care Standard Number 4: Care at Home - Management and Staffing**

##### **Strengths**

There were policies and procedures in place which met legal requirements including: whistle blowing, protecting vulnerable adults, infection control, medication, complaints, and restraint. The induction process included training on the services policies and procedures.

There were systems in place to record complaints, accidents and incidents.

The recruitment process included interviews, two written references and Disclosure Scotland checks on all staff prior to them commencing work.

West Lothian Council was committed to training. The manager advised that two hundred and fifty staff had the Scottish Progression award. Twenty five staff had achieved SVQ2 and a further thirty five staff hoped to complete SVQ2 in May 2006. The Council was in partnership with West Lothian College and was working towards all staff being qualified to SVQ2 level within three years. Staff focussing on re-enablement were working towards being qualified to SVQ3 level. Staff confirmed that the service offered ample training opportunities.

The manager advised that service users were visited annually to monitor the quality of the service provided. Questionnaires were also sent to service users bi-annually seeking their opinion. A continuous improvement group met monthly. The group evaluated service delivery and looked at ways of improving the service. Service users confirmed that their opinion was sought on service delivery.

Service users advised the Officer that they received a consistent service from home care staff and were normally advised of any changes

The manager reported that the Council was developing a care manual for all front line staff to ensure they had a reference manual for all care procedures. Financial guidelines had been issued to all staff.

All home care staff were issued with identification cards and protective clothing.

### **Areas for Development**

There were no areas identified at this inspection.

## **National Care Standard Number 7: Housing Support Services - Exercising Your Rights**

### **Strengths**

The information pack and personal plan identified the rights and responsibilities of the service user and what they could expect from the service.

There were policies in place to protect service users from abuse including: a whistle blowing policy and a protection of vulnerable adult's policy. All staff had received training on recognising abuse.

All information was stored securely.

All service users spoken with indicated that staff treated them with respect and dignity at all times.

### **Areas for Development**

There were no areas identified at this inspection.

## **National Care Standard Number 8: Care at Home -Keeping Well - Medication (where help with taking medication is provided as part of the service)**

## **Strengths**

There was a medication policy in place. Staff received training on the policy and recording of medication at induction. Guidelines were also issued to staff.

## **Areas for Development**

The manager advised that the Council was in the process of commissioning formal medication training for all staff. Progress will be monitored at the next inspection.

## **National Care Standard Number 11: Care at Home - Expressing Your Views**

### **Strengths**

Service users commented that all staff were professional, friendly, courteous and extremely helpful. They confirmed that they were able to speak with their home carers or contact supervisory staff should they have any concerns.

There was a complaints procedure in place. Service users responses to questionnaires were evaluated regularly enabling the service to identify and act upon any areas of poor performance.

Service users were encouraged to take part in the inspection process. This was the first inspection of the service and the manager advised that future inspection reports would be made available to service users.

### **Areas for Development**

Service users met stated that they would speak to their home carer or phone the office if they had a complaint. However, some service users did not have a copy of the complaints procedure. (see recommendation 3)

The service did not offer information on advocacy to service users. (see recommendation 4)



**Enforcement**

There has been no enforcement action taken against this service to date.

**Other Information**

The service received the Charter Mark Standard for Customer Service Excellence in November 2005.

**Requirements**

No requirements were made at this inspection.

**Recommendations**

1. It is recommended that the introductory pack include information on the process to be followed in the event that the service closes or changes hands. The National Care Standards Care at Home Standard 1- Informing and Deciding.
2. It is recommended that the organisation provide service users with a copy of a written agreement which includes the date the service started, how and when the service would be provided, any charges that would be made and arrangements for changing or ending the agreement. National Care Standards: Care at Home; Standard 2. The Written Agreement.
3. A copy of the Council's complaints procedure should be provided to all service users and to any person acting on behalf of a service user. National Care Standards Care at Home, Standard 11- Expressing Your Views.
4. It was recommended that information should be provided to service users about advocacy services. National Care Standards Care at Home, Standard 11- Expressing Your Views.

**Margaret Kinsman**  
**Care Commission Officer**