

Inspection report

North and South Lanarkshire Housing Support and Care at Home Support Service

Fountain Business Centre
Office 8
Ellis Street
Coatbridge ML5 3AA

Inspected by: Michael Thomson
(Care Commission Officer)

Type of inspection:

Inspection completed on: 27 July 2006

Service Number

CS2004077398

Service nameNorth and South Lanarkshire Housing Support and
Care at Home Services**Service address**Fountain Business Centre
Office 8
Ellis Street
Coatbridge ML5 3AA**Provider Number**

SP2003000181

Provider Name

SENSE Scotland

Inspected ByMichael Thomson
Care Commission Officer**Inspection Type****Inspection Completed**

27 July 2006

Period since last inspection

4 Months

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Introduction

North and South Lanarkshire Housing Support and Care at Home Service is both a registered Housing Support and Care at Home service run by Sense Scotland. It was first registered with the Care Commission on 18 November 2004.

The service is registered to provide support for up to 9 service users in their own homes with support tailored to each client's individual needs based on support twenty four hours a day seven days per week.

North and South Lanarkshire Housing Support and Care at Home Service aims to support clients in enhancing their quality of life by helping them to maximise their potential physical, intellectual, emotional, sensory, communicative and social capacity, through individually planned activities with support from staff who are specially trained.

Basis of Report

Prior to the inspection visit:

The Annual Return and Self Evaluation form had not been completed for submission to the Care Commission. The Care Commission officer sent out thirty-four questionnaires to staff, service users and relatives. Twenty two responses were received prior to the writing of the report.

During the inspection which took place on 27 July 2006 the Care Commission Officer held discussions with the manager, 5 staff members one relative and one service user, who invited the Care Commission Officer to meet with her within her home to see how the service user had progressed and how the staff were working with her.

This report is based upon the Regulation of Care (Scotland) Act 2001, Scottish Statutory Instrument 2002/114 Requirements as to Care Services and the National Care Standards for Housing Support and Care At Home. The theme of "Safer Recruitment" which was identified by the Care Commission as a theme for this year was also examined:

Care at Home;

Standard 2. The Written Agreement

Standard 4. Management and Staffing

Standard 6. Eating Well

Standard 8. Keeping Well - Medication

Housing Support;

Standard 6. Choice and Communication

There were a range of records policies and procedures looked at which included the following:-

Staff recruitment policy

Staff records

Staff supervision and appraisal

Staff training records

Complaints

Advocacy

Manager's service's audit tool

Accidents and incidents
Service users' written agreements
Service users' care plans
Risk assessment records
Medication policy
Medication records

All of the above were taken into account in the writing of this report.

Action taken on requirements in last Inspection Report

There were no requirements made within the previous inspection report.

Comments on Self-Evaluation

This had not been returned to the Care Commission at the time of the inspection.

View of Service Users

All service users who responded were happy with the service received and no issues were raised.

View of Carers

Carers were happy with the service they received and no issues were raised.

Regulations / Principles

Regulation :

Strengths

Areas for Development

National Care Standards

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

Strengths

The document Housing Support Services Handbook had been used by the service to form an agreement on what support the service user should receive. This had been written clearly for staff and a copy was appropriately retained within the service users' homes. The Housing Support Service's Handbooks had been personalised to each client and gave specific guidance on their care and how this care should be carried out by support workers.

The service had introduced another document called Support Service's "Individual Agreement". This was a much more concise document and formed more of a specific contract. This document had areas to record commencement dates, review dates and areas for all those involved in the agreement to sign.

At the time of inspection the Individual Agreements had been completed, in accordance with the previous inspection report's recommendation and the final drafts had been passed to service users' case managers for their signatures.

Areas for Development

None identified during this inspection.

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

Strengths

Staff members' full recruitment files were retained within the organisation's Head Office. The Care Commission carried out an audit of staff members' files in accordance with the theme "safer recruitment". The findings of this audit were not available at the time of writing this report but will be obtained from the services centralised report which will reflect these findings. Personnel files which were available within the service were those required by the manager on a day to day basis. These were examined and contained appropriate information. The organisation of staff members' files had been improved on since the previous inspection.

Staff discussed their recruitment experiences. These reflected the National Care Standard Care at Home, Management and Staffing.

Records were in place relating to staff training for each staff member. An annual training plan was being developed for all staff members within the organisations Head Office and the service will be able to access this for their staff by internet , once it has been completed. The manager was aware of the qualification required by the Scottish Social Services Council for staff members' registration and was working towards this.

Service users and their families agreed with the manager and staff that the service was normally well delivered with the same staff team for each service user.

The service, since the last inspection had identified appropriate locations for retention of paperwork, policies and procedure folders and these were being relocated on an ongoing basis.

Areas for Development

Each service user had a care plan and care reviews had been taking place. There were risk assessments for the various activities which service users became involved in with staff members. However, care plans should have been further developed to include more specific detail of support being offered to service users, rather than left at the risk assessment stage to inform practice. In discussion staff recognised this and intended to develop these further. Whilst risk assessments were generally clear some could have been more specific.

The care plan file contained much information. From the file it was difficult to establish what the active care plan was. Accessing the care plan to guide practice would have been enhanced if the file was streamlined. (See Recommendation 1)

National Care Standard Number 6: Care at Home - Eating Well

Strengths

Service users' records clearly recorded nutritional preferences and specialist diets where these were appropriate. Care plans and profiles identified assistance required and where service users liked to go out for meals this was also well and clearly recorded. Service users food is bought and prepared for them in accordance with joint planning and where appropriate service users are assisted to conduct their own shopping.

Staff have received food handling training and some have attended courses on healthy eating and nutrition. Staff members working with service users with specialist dietary needs received training on assisting service users. Service users were happy with the support received from staff.

Service users' weights were recorded at the time of commencement with the service. Staff knew their service users very well and were aware of any changes in their nutritional habits. Dietetic support had been acquired when this had been needed.

Areas for Development

None identified during this inspection.

National Care Standard Number 6: Housing Support Services - Choice and Communication

Strengths

Service users had been given information on community activities relating to resources in which they had an interest. They accessed resources based on this information and were exercising choice in relation to positive healthy lifestyles and art as a means to enhance their communication and self-expression.

Service users' care plans identified their communication needs and which strategies were to be used. Most staff had training in various forms of sign language to some level and were observed to have excellent communication skills with service users. Where service users had developed and agreed specific signing gestures with staff, these gestures were clearly recorded so all staff understood them.

Photographs had been taken and used in a simple communication system to assist service users to remember information which they found difficult to recall. This had help to reduce anxiety and confusion for service users.

Service users had access to representatives if they had wished to involve them.

Areas for Development

No areas for development identified during 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

A recording system had been set up and was in place which identified all aspects of records required in relation to receipt, administration and disposal of medication. These records were clear, accurate and well maintained. Records were always countersigned. A staff member countersigned medication records when the service users were unable to sign themselves.

Service users were assisted by staff members with their medication routines and staff members had received training. Records were available identifying general medication training, as well as records of supervised practice. Training on medication related to the specific medications which service users regularly received, including by injection as well as the general administration and recording of medication. The general medication training was delivered as part of the induction and shadowing programme when staff commence with the service and by a senior member of staff or from central training section as part of the staff members continued development.

The service had policies and procedures in place relating to staff members' involvement with medication.

Areas for Development

None identified during this inspection.

Enforcement

There was no enforcement action being taken against this service.

Other Information

The premises being used by the service were due to undergo a degree of restructuring, as agreed with the Care Commission at the time of registration. Alternative accommodation arrangements had been organised and the manager agreed to keep the Care Commission informed on the progress of the work being carried out.

Requirements

None

Recommendations

1. The manager should review the maintenance of service users' records, including the reviews and streamline the system to ensure that the service users' care plans and reviews are clearly and readily accessible.

National Care Standards Care at Home, Standard 4.1: Management and Staffing

Michael Thomson

Care Commission Officer