

# Enhance Living Support Services Support Service

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**Type of inspection:**

Unannounced

**Completed on:**

19 December 2018

**Service provided by:**

Enhance Living Support Services Ltd

**Service provider number:**

SP2015012516

**Service no:**

CS2015338260

## About the service

Enhance Living Support Services are a support service presently based in Hamilton with clients throughout North and South Lanarkshire encompassing a wide geographical area. They provide support to adults who have a learning disability, mental health difficulties and older people in their own homes. At the time of inspection there were 33 individuals being supported.

Recently the service had started supporting people in a local housing support service which has been a positive experience for the people living there.

The 37 support staff are split into teams responsible for a specific area and they in turn are supervised by seniors. The service overall is managed by a coordinator and the registered manager. The manager who is in turn supported by the operations manager and directors of the company.

## What people told us

The people we spoke to who used the service were generally very positive about the service they purchased.

## Self assessment

This was not requested by the Care Inspectorate however the service did have a current Development plan in place.

## 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

## What the service does well

We met with people who were experiencing care and received very positive feedback from all of them. People explained how they had achieved great outcomes in the short period that had been supported by the organisation. One person expressed how they had finally published a book he had been writing for many years and had been selling it on well-known retail sites. This was as a result of the staff making connections with a writer they knew and who was willing to support the gentleman to realise his dream. Another person spoke with great enthusiasm about his recent engagement to his fiancé and how he had planned it.

The group of people we had spoken to lived in a supported housing complex independent of the service. They told us about the activities they participated in and that they enjoyed the entertainment which was organised by the service. We spoke to the Housing manager of the complex who expressed how much the organisation had livened up the housing complex. This was as a result of the service inviting all people who resided there to events and activities and not just the people they supported. This built good relationships amongst the neighbours.

We looked at the personal plans which had improved since the previous inspection which allowed us to get a

good detailed picture of who the person was. We saw a brief history written for each person which was beneficial to the staff in supporting and encouraging people to access future opportunities.

We examined staff files and found that safe recruitment systems were in place. We looked at interview paperwork and saw evidence of a thorough process which meant people using the service felt confident they were getting good quality staff. People also participated where they wished in the recruitment of staff.

Staff felt supported in their roles and felt they could approach the manager and Deputy. They also had the opportunity to attend team meetings and have their voice heard. Supervision took place regularly and relevant training was available to staff. This contributed to a good working culture and ensured that staff had the chance to develop skills and knowledge.

## What the service could do better

We advised the manager that supervision sessions should happen as regularly as stated in the organisation's policy. This will contribute to staff development and learning as well as seniors monitoring staff practice.

We saw evidence of managers carrying out spot checks on service delivery by turning up unannounced while staff on shift. While we stated that this was good practice we added that the template questions they worked from could be further improved. This would allow for more open questions to be asked and to give the process a more meaningful experience for staff and the supervisor.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
1 Feb 2018	Unannounced	Care and support Environment
		5 - Very good Not assessed

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	4 - Good
7 Dec 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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