

West Lothian Council - Housing with Care Housing Support Service

West Lothian Civic Centre
Howden South Road
Livingston
EH54 6FF

Telephone: 01506 282041

Type of inspection:

Announced (short notice)

Completed on:

18 November 2019

Service provided by:

West Lothian Council

Service provider number:

SP2003002601

Service no:

CS2004073869

About the service

West Lothian Council - Housing with Care is registered with the Care Inspectorate to provide both a support service (care at home) and a housing support service to tenants living in nine developments.

The developments are owned by various Housing Associations and West Lothian Council who act as landlords.

The care and support is provided by the council and some tenants receive additional support from specialist services as determined by their assessment of need.

The overall service aims are:

'To enable individuals or couples to live as independently as possible in their own tenancy by combining the services of housing and social work professionals in a planned and streamlined way'

At last year's inspection we identified and focused on various registration issues, however, due to West Lothian service review and changes in the senior management team, these actions have not been progressed.

1. The inappropriate registered management arrangements
2. The breach of conditions of registration
3. Registration of services which are not providing personal care.

We have reported this under Theme 4: Management and Leadership and will be seeking an action plan from the provider.

What people told us

In advance of the inspection we issued questionnaires to tenants. We issued 50 and 19 were returned.

We visited 3 developments (Dickson Court, Cunnigar House and Brucefield House). We spoke to 19 tenants.

Most people told us that they were happy living in their flats and happy within the developments, with the staff support, meals and activities provided. Some people said that since moving they have made new friends. Relatives also provided positive feedback, saying staff were kind and respectful and that they can see a difference in their relatives' health and mood.

We received a few comments from tenants saying that they felt staffing levels could be improved, particularly in the morning.

We also sent questionnaires to 20 staff. We received 11 returns and we spoke to 7 staff. Their comments were used to inform this report.

Self assessment

The Care Inspectorate did not issue a self assessment as part of this year's inspection as the method of inspection is under review.

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	4 - Good

Quality of care and support

Findings from the inspection

Tenants using the service told us that they experience good quality, respectful and compassionate care and support from staff.

Tenants spoke about changes in circumstances, including the death of fellow tenants, some of whom had become friends. The service operates a policy of seeking people's consent in advance of ill health so that tenants can be notified if someone is admitted to hospital, or passes away, so that people are informed about changes affecting their friends.

Where tenants receive both Housing Support and Care at Home, the service has a comprehensive support planning process. The support plan format draws on the information provided by other care professionals, information gained through assessment of risk and ability, the preferences of people in need of care and support and family carers. The support plans have been streamlined making these easier for staff to read and use, to meet tenants' needs and personal outcomes.

There was evidence of service user involvement, arranging social activities, being office bearers for the social association, writing and distributing the local newsletter and participating in the tenants' meetings.

Tenants' meetings offer people the opportunity to discuss issues relating to their homes, communal accommodation, activities within the development and wider issues such as the local authority's consultation on care and support services.

Tenants have the opportunity to participate in various activities. Some are arranged by staff within the development, such as keep fit and others are provided by external organisations. These support people's wellbeing by keeping tenants physically and mentally stimulated.

We saw copies of the Care Inspectorate's report available to tenants and their families on the notice boards so that people could be informed about the inspection process and the evaluation of the service they receive. Tenants have also been provided with copies of the Health and Social Care Standards, and at most sheltered housing developments these have been discussed at tenants' meetings. This enables people using services to know what they should expect from the service providing their care and support.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We have evaluated this theme as good because staff, tenants and relatives indicated that the developments were well led. However, we have made requirements which we would expect to be actioned promptly.

Each of the developments had an on-site manager. At the time of the inspection, two of the managers were off work, however, staff were positive about the temporary cover arrangements and felt they were equipped to carry out their work and support tenants to meet their needs and personal outcomes. Staff reported that they were well supported, received supervision and attended team meetings where they discussed tenants' needs and other issues, ensuring effective communication.

Tenants were familiar with the management arrangements and reported that they would and have raised complaints or concerns with the manager in the past and, where they have done this, these have been addressed.

The development managers submit data and information to West Lothian Council to monitor activities as part of the Council's quality assurance system. We did suggest at last year's inspection that the registered manager should look at the quality framework and self evaluation in order to develop a continuous improvement plan. Unfortunately, no action has been taken in this area due to the management review being undertaken by the Council. As highlighted at last year's inspection, we were concerned that the registered manager of the service was accountable for the whole service without having any line management responsibility for the other managers, who were essentially their peers. This was discussed at feedback and alternative arrangements will be explored by the management team.

Whilst the service is registered to provide a service for older people with dementia and older people with learning disabilities, we identified that there were people under 65 using the service, older people with physical disabilities and mental health needs. This issue was raised at the last inspection; however, as this has not been progressed as there are various changes ahead, this is a breach in the legislation. We have therefore made a requirement.

Requirements

Number of requirements: 2

1. In order to ensure that the service is legally registered, the provider must apply to vary the registration to reflect the needs and age of the tenants.

This is to comply with the Public Services Reform (Scotland) Act 2010

2. The current management arrangements must be altered, so that the registered manager of the service is the person responsible and accountable for the day to day management of the service.

This is to comply with the Public Services Reform (Scotland) Act 2010

Recommendations

Number of recommendations: 0

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this service since the last inspection.

Inspection and grading history

Date	Type	Gradings
6 Dec 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
23 Mar 2018	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
18 Jan 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
8 Feb 2016	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
6 Feb 2015	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings	
22 Jan 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good 4 - Good
21 Feb 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
8 Sep 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
15 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
5 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 3 - Adequate

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