

Enhance Living Support Services Support Service

Barncluth Business Centre
Townhead Street
Hamilton
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Telephone: 01698 457897

Type of inspection:

Unannounced

Completed on:

9 October 2019

Service provided by:

Enhance Living Support Services Ltd

Service provider number:

SP2015012516

Service no:

CS2015338260

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This service registered with the Care Inspectorate on 3 November 2015.

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 was a different manager in post to the last inspection who had worked for the service as an acting manager previously. They had occupied this role for approximately three months when we arrived.

The support staff are split into teams responsible for a specific area and they in turn are supervised by one of three 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 views of the people we spoke to were very positive both from people who directly experienced care and from carers. They spoke fondly of the different staff teams and were delighted with the service.

Self assessment

The service had a development plan in place.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

We found that care plans were in the process of being updated; however, we looked at a completed new one for a person who received a 24-hour support package. This gave us very detailed information about the person and written in a person-centred way. This meant that the care and support offered was from staff who knew their needs, choices and wishes, even if there were changes in the organisation.

We heard from people experiencing care about how their lives had changed and been enhanced with the support from the service. One person was encouraged to re-connect with their old friends, which had brought immense happiness and excitement for them. The team around this person demonstrated their commitment and compassion during our meetings and conversations. As a result, the person was able to achieve outcomes she

did not think possible. A pet therapy dog was also in place three to four days a week, which the person told us had made them feel confident and secure.

We met with another person who had limited communication; however, we observed that they were comfortable and confident within their home environment. We read their care plan which reflected how much the person had achieved in relation to very good outcomes, particularly around their social activities and wellbeing. Once again, the team who supported them were very familiar, knowledgeable and respectful.

During our conversation with another person, we heard how they had felt lonely at times and had become tearful due to the loss of her husband. I fed this back to the manager and suggested a review should be called with social work to discuss how this service could be improved for the individual.

We suggested that outcomes in care plans could be made clearer so that all people involved are in no doubt about what the person is wishing to achieve. The folders in which they are kept should be filed in an appropriate and organised manner for easy access of information.

We noted that the reviewing process of care plans could be improved to be outcome focussed and hold meaning to the person. We discussed how person-centred approaches could enhance this experience and be celebrated.

We found that medication recording was good and staff had signed after administering in line with good practice and to ensure the safety and wellbeing of the person experiencing care. The service was in the process of improving the proformas in which the staff sign to make this more clear and friendly for staff.

We looked at the recruitment process and found that this was mostly in line with good practice, however there were some documents that we could not find. We discussed this with the manager who explained that they were unable to get into the previous manager's email to retrieve references. We established that the referees had forwarded good references. This would ensure that people felt confident that staff were safely recruited.

Staff spoke positively about their role and felt supported by their seniors and managers. They attended various relevant training which contributed to their skill base so that people experiencing care benefited from a culture of continuous improvement and that the support was appropriate and current.

What the service could do better

We suggested that care planning and the writing of outcomes could be better documented to be clear for everyone involved. This would mean that people and carers could be assured and confident that about what my goals and aspirations were.

We noted that accident and incident logs were recorded and had a low number of events. However, some improvement was needed around how the situation was recorded and other important factors which should be included in the content. Furthermore, it would be beneficial for the proforma to have a section about lessons learned to limit the incident/accident reoccurring. This would ensure the safety of both the staff and people experiencing care.

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.

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.

Inspection and grading history

Date	Type	Gradings
19 Dec 2018	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good

Date	Type	Gradings	
1 Feb 2018	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
7 Dec 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 3 - Adequate

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