

Love @ Care Support Service

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Type of inspection:
Unannounced

Completed on:
30 November 2021

Service provided by:
Love @ Care Ltd

Service provider number:
SP2018370860

Service no:
CS2018370860

About the service

LOVE Care aims 'to ensure our clients receive the quality of support we would expect for our own friends and family to live life at its fullest and to participate as much as possible in their communities.'

They offer a service to people to make them feel in control of their own life whilst feeling safe and secure in the knowledge that their care and support workers are honest, trustworthy, skilled, highly professional and will support them.

LOVE Care has been registered since June 2019 and is registered to provide a service to children, adults and older people who may have physical disabilities and learning disabilities living in their own homes and in the community.

What people told us

We did not consult with people using the service during this follow up inspection.

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

Requirements

Requirement 1

In order that people receive care, which is suitable for children and young people, the provider must ensure that personal plans are relevant and reflect individual needs, preferences and outcomes.

By 30 September 2021 the provider must ensure that:

- a) Personal plans contain key information about individual choices, preferences and outcomes.
- b) Set outcomes must be regularly reviewed to ensure they remain relevant and achievable.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices." (HSCS 1.15) This is also in order to comply with Regulation 5 (1) of The Social Care and Social Work Improvement Scotland (Requirement of Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 27 May 2021.

Action taken on previous requirement

We reviewed five care plans that we randomly selected from those receiving care from Love @ Care.

All the care plans sampled contained relevant information about the needs and preferences of the young people, and a separate document tracked their outcomes.

We were satisfied that the service had taken sufficient action to address the above requirement.

However, there was still work for the service to do to improve upon the detail required of an individualised plan. This was to ensure accuracy, improved level of detail, and outcomes arising from identified need, as well as from wishes.

We will follow up any actions the service has taken to further improve the content of personal care plans at future inspections.

Met - within timescales

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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