

West Lothian Housing with Care- (Colinshiel Court and Rosemount Gardens) Housing Support Service

Colinshiel Court
McNeil Crescent
Armadale
Bathgate
EH48 2NB

Telephone: 01501 734046

Type of inspection:
Announced (short notice)

Completed on:
29 January 2024

Service provided by:
West Lothian Council

Service provider number:
SP2003002601

Service no:
CS2022000332

About the service

West Lothian Council - Housing with Care was registered with the Care Inspectorate on 1 November 2022 to provide both a support service (care at home) and a housing support service to tenants living in two developments, Colinshiel Court and Rosemount Gardens. The developments are owned by Housing Associations and West Lothian Council who act as landlords. West Lothian Council is the provider.

A team of onsite staff, at each development, support tenants to maximise their independence through the provision of housing support and care and support. 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'.

This is the service's first inspection under the new registration.

About the inspection

This was a short notice inspection which took place on 17 and 18 January 2024. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with 12 people using the service
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

People spoke highly of the staff and felt they cared for them in a respectful, kind, warm way.

People felt safe and comfortable in their homes.

Staff received regular training and refresher training updated regularly.

The service should record findings from audits and quality assurance to ensure outcomes are identified and improvements undertaken.

There was a stable staff team providing consistency to build meaningful relationships with people.

People benefitted from a high quality homely environment, which promoted their independence and meaningful connection with those important to them.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good. This is because we found a number of important strengths which, taken together, clearly outweighed areas for improvement. These strengths had a positive impact on people's experiences and outcomes. We made some suggestions for improvements in order to ensure consistency across the service.

We observed warm, kind interactions between staff and people. Staff were respectful of people's homes and encouraged independent living where possible. People spoke kindly about staff saying "the staff are very good, treat me well and always here for me whenever I need them."

People were supported to feel as safe as possible. Staff demonstrated a clear understanding of their responsibilities to protect people from harm. Staff were aware of the reporting procedures should they have any concerns about people's safety. Any concerns which staff had about people were communicated appropriately. Comments from people about feeling safe included "I like having my independence but I know if I am worried about anything I can go to the staff for help" and "having the staff around helps stop me worrying about anything happening to me, I know someone is here to help and I have my alarm as well."

People were mostly independent with their daily activities and interactions within their community were encouraged. People were able to come and go as and when they chose. The service arranged in-house activities for people such as daily activities and regular entertainment. Volunteers visited the service and supported people with a variety of activities.

Carers had knowledge and skills which allowed them to respond to the specific needs of the people they were supporting. Staff knew people well and were able to identify any changes which might impact on their health and wellbeing. The service was responsive to changing needs and responded quickly and flexibly as people's needs changed. People told us the flexibility and personalisation of care and support made a significant difference to their health and wellbeing.

We found effective systems in place to manage, prompt, and administer medication safely. Staff demonstrated knowledge of the purpose and the importance of accurate recording. We were therefore confident that people's health was being promoted.

How good is our leadership?

4 - Good

We evaluated the performance of the service as good; there were strengths that had positive impact on people. These outweighed the areas identified by the service for improvement.

The service benefited from the presence of a visible and accessible management team who were available to support staff whenever needed. Regular senior management meetings took place to discuss priorities of the service. People spoke highly of the management and staff team and felt they were approachable and dealt with any concerns or issues raised.

There was a consistent stable management and staff team at the service, which enabled all staff to have a strong understanding of the strengths within the service.

People felt confident in the management and staff team and built trusting relationships over a number of years. Comments included "I know the manager and staff well, I have been here for many years and so have most of the staff."

The service had suitable systems in place for gathering feedback from people including care planning, care reviews, and questionnaires. We saw that many people were happy with the service they received. The service should ensure that evaluation, actions and outcomes from the questionnaires be available to people.

There were systems in place to audit and monitor the quality of the service, which were overseen by senior managers. Audits and quality assurance are valuable in helping managers to identify what could be improved and to carry out action plans. The systems and processes could be improved by regular monitoring, to ensure that agreed improvements had taken place. We encouraged the manager to adopt a more consistent approach to carry out regular audits and follow up on any actions.

Staff supervision sessions were not carried out regularly or a planned schedule in place. We discussed this with the manager and provider and were reassured that systems would be in place to address staff support and supervision.

How good is our staff team?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People could be confident that staff were recruited in a way which had been informed by all aspects of safer recruitment guidance. This included obtaining two references and ensuring the implementation of checks to safeguard vulnerable groups. Staff did not start work until all pre-employment checks had been concluded. Induction included shadowing and practical learning and competency. This meant that people were supported by a skilled and competent staff team. Staff were clear on their roles and responsibilities to register with the Scottish Social Services Council (SSSC). People who experience care could be confident that staff in the service were safely recruited.

Staff told us they enjoyed working in the service and felt supported in their role by their peers and manager. Supervision gives the staff opportunity for reflection, learning and development. We asked the manager to ensure supervision was scheduled regularly and minutes included a record of the views of both the worker and line manager and evidence discussion about training needs. This was to help support a culture of continuous learning and development in the service.

Staff were familiar with people's individual support needs and demonstrated a confident and compassionate approach to providing care. People felt comfortable in the presence of staff and staff were seen to be patient and kind when interacting with people.

How well is our care and support planned?

4 - Good

We evaluated this key question as good where several strengths around care planning impacted positively on outcomes for people and clearly outweighed areas for improvement.

Personal plans were used effectively by the service to deliver individualised care and support. Care plans contained personalised information in addition to legal documentation. All staff had undertaken training in Adult Support and Protection (ASP).

Staff we spoke to were able to identify signs of harm and were able to inform us that they would report any concerns to office staff in line with organisational policy. The manager of the service was aware of her responsibilities in relation to adult support and protection and had access to the HSCP referral process and correct paperwork for making referrals.

The risk assessments we sampled offered a good level of detail specific to each person and each area of risk. This included actions required to minimise any risk. Risk assessments linked directly with relevant areas of care plans which helped to clarify how risks and desired outcomes were connected. This helped to ensure people were able to express what they wanted to achieve, consider potential risks and how to manage them.

Regular reviews were carried out, documented and any changes to peoples care and support update within their care plan. This meant that the right support for people was carried out at the right time.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	4 - Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

How good is our staff team?	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	4 - Good

How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
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