

Mears Supported Living - Central Housing Support Service

Dumyat Technology Centre
Alva Industrial Estate
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Type of inspection:
Unannounced

Completed on:
19 February 2024

Service provided by:
Mears Supported Living Limited

Service provider number:
SP2020013554

Service no:
CS2020380524

About the service

Mears Supported Living - Central Housing Support and Care at Home Service is based in Alva and provides support to people living in their own homes in Stirling, Clackmannanshire, Falkirk, West Lothian and Edinburgh area. It was registered with the Care Inspectorate on 21 September 2020.

The aim of the service is:

"To provide a high quality, value for money services delivered by a skilled and committed workforce, ensure that customer expectations are exceeded through an ever improving and innovative range of services, and within an environment that values, encourages and develops employees."

About the inspection

This was an unannounced which took place on 13 February 2024, 10:00 until 17:00, 14 February 2024, 10:00 until 15:00, 15 February 2024, 10:00 until 15:00 and 19 February 2024, 09:30 until 10:30. 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 five people using the service and four of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Staff were excellent at demonstrating the principles of the Health and Social Care Standards in their day-to-day practice.
- People were encouraged to participate in local clubs and attend community social events.
- We sampled people's support plans and found that plans were person-centred and reflective of people's current care needs which clearly guided staff.
- There were systems in place to monitor aspects of service delivery and staff had a clear understanding of their roles and responsibilities.
- The management team were motivated to ensure continuous improvement in the service.

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?	5 - Very Good
How good is our leadership?	5 - Very Good

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

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

1.1 People experience compassion, dignity and respect

1.2 People get the most out of life

1.3 People's health and wellbeing benefits from their care and support

Staff were excellent at demonstrating the principles of the Health and Social Care Standards in their day-to-day practice and spoke with compassion, dignity and respect about working with the people they supported. People being supported and their families were very happy with the care and support received. One relative told us "the staff are all lovely" whilst another said "the service and staff are excellent."

We considered how people get the most out of life whilst being supported by the service. Feedback we received was very positive, one relative told us "my son struggled with his mental health and didn't get out but now with the support from Mears he goes out to the shops, gets involved in activities in the local community, it's made such a difference to his life." People, where possible, were encouraged to participate in local clubs and attend community social events based on people's hobbies and interests. This prompted a sense of wellbeing and belonging.

People were supported and cared for by consistent staff, which resulted in meaningful relationships being established. The service had good links with local health and social care professionals and liaised with them promptly when any concerns were identified. This meant that people could be confident that their health needs were being met.

We sampled people's support plans and found that plans were person-centred and reflective of people's current care needs which clearly guided staff. Risk assessments were up-to-date and there was a range of assessment tools and charts used to monitor people's health and wellbeing. People were involved in making decisions through regular six monthly reviews.

Medication systems were very good. Systems for administration of medication were in place and processes were regularly audited.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of leadership and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

2.2 Quality assurance and improvement is led well

The management team were motivated to ensure continuous improvement in the service. One relative told us "the communication is great and have no problems." Staff felt that the management was approachable, supportive and provided guidance when required. There was very good quality assurance systems in place to evaluate the quality of the service being provided.

There were systems in place to monitor aspects of service delivery and staff had a clear understanding of their roles and responsibilities. Accidents and incidents were reported with actions on improvements. There was a clear complaints process and people were confident on how to raise a concern. Management had a clear oversight on the service and shared any learning, which meant the service was responsive to driving improvements.

Staff described receiving regular feedback and formal supervision, with an open door policy to the management team that allowed them to access guidance and support as needed. This also helped to ensure that people's needs were met well, whilst also supporting staff development. Staff told us that they felt valued, included and listened to by the management team.

The service had a development plan in place incorporating all aspects of the service, which identified any areas for improvement and actions to be taken from audits carried out.

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?	5 - Very Good
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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