

Delight Supported Living Ltd - Ayrshire Housing Support Service

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Type of inspection:
Unannounced

Completed on:
29 February 2024

Service provided by:
Delight Supported Living Ltd

Service provider number:
SP2009010723

Service no:
CS2016348705

About the service

Delight Supported Living Ltd - Ayrshire is registered to provide a care at home and housing support service to people across North and South Ayrshire, East Renfrewshire and Renfrewshire.

The service provides support to older people, and up to a maximum of 10 adults. The service is provided in people's own homes.

About the inspection

This was an unannounced inspection which took place on 22, 23 and 27 February 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 10 people using the service and three of their family
- spoke with 15 staff and management
- observed practice and daily life
- reviewed documents
- spoke with two external professionals.

Key messages

- People received reliable and consistent support from a familiar staff team with whom they had positive, trusting and caring relationships.
- People experiencing care and their relatives were fully involved in developing and reviewing personal plans.
- Family members felt involved and well informed.
- Staff were well trained and competent in supporting people well.
- The service demonstrated strong commitment to continual improvement.

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, where several strengths impacted positively on outcomes for people, and clearly outweighed areas for improvement.

During the inspection, we observed staff engaging positively with people experiencing care. Staff were respectful and attentive, taking the time to support people at their own pace. Staff knew people well, this demonstrated that people were valued and treated as individuals.

People receiving support commented:

"I like them coming in, they do things to help me that I can't manage anymore."

"They are all pleasant folk, they come in and do what they need to; no complaints from me."

"The staff are absolutely great, the difference they have made to me."

"They're that pleasant, they help me with what I need and it's good to have a wee blether too."

"They are very polite, they talk me through everything they are doing and then offer me anything before they leave."

"It means so much to me."

"Things are absolutely fine, no issues."

"The staff are lovely, very respectful."

"The staff are kind and caring and well trained to do their job."

People experiencing care had access to a range of support from specialist health and social care professionals to ensure that their physical and mental health needs were met. We saw good evidence of people's health being monitored and reviewed, and medication was handled safely.

Staff had completed key training including medication and moving and handling, consequently people were supported to stay well and experience a good quality of life.

Care plans were person-centred and outcomes focused outlining how people's care needs will be met. The service had thorough care plans in place which were reviewed and updated regularly.

People's six-monthly reviews were done on time with family involvement, where appropriate. We saw evidence that risks in people's lives were fully assessed and clear guidance was implemented for staff to follow. Where people were unable to share their views, their representatives helped shape their support in line with their known preferences.

How good is our leadership?**4 - Good**

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

The provider had effective quality assurance systems in place to provide an overview of the service and address any identified issues. We saw evidence of regular monitoring and audit processes. Audits were used to inform areas for improvement, and managers shared their findings with the team to engage them in developing the service.

People could be assured that the manager looked to continually update and improve the support they received. The manager ensured that staff were kept up-to-date with current legislation and best practice. This was shared in a number of ways and staff's knowledge and understanding established during spot checks, supervision and team meetings.

Complaints were dealt with appropriately and any learning shared with the team. This helped others to understand the service's quality assurance processes and provided reassurance to people that required actions were being taken forward.

The manager had a good presence and knew people and their families well. This was the feeling shared across Delight, staff were happy in their role which improved positive relationships with people experiencing care and their relatives.

Feedback from people and their relatives was they felt they were being listened to, any issues raised were dealt with and addressed promptly. Their views were positive and all those we talked to said they felt the managers were approachable and responsive. Comments included:

"On the whole things are good, when I raised the issues with times they fixed it."

"The visits always happen on time."

"It's a good service, they provide good consistency of carers."

"I'm really surprised just how good they are."

Feedback from staff was also generally positive, comments included:

"It's a great place to work, they're a great bunch."

"The managers are so approachable and supportive."

"You always get support at the end of the phone."

"Induction and training were good, 1:1 regularly or request it if need be."

"The continuity of visits for people is good; we also get plenty of time to care for them."

The service demonstrated a good level of commitment to staff learning and development. Newer staff had comprehensive induction training and their progress was regularly reviewed. It was good to see the journey of support in place for new staff, with spot checks and competency checks. This meant that people experiencing care could be confident in a team of staff who were trained and competent.

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.

To ensure staff have the necessary skills to effectively support people, the provider must ensure that staff access training appropriate to their role, and apply their training into practice to promote the safety and wellbeing of people supported. On speaking with staff they said they had sufficient training for their role, and should they require additional training they request it and it's put in place. We observed good practice and adherence to training, which meant that training was effective.

Staff observations were used to improve practice and promote a culture of learning. This meant that people were being cared for by staff who understood them, and were sensitive to their needs and wishes.

There were a number of learning and support opportunities available for staff. This meant that people were confident that staff had the necessary skills and competence to support them. Staff's competence and practice was monitored to improve outcomes for people by spot checks and competency checks.

Staff supervisions were used productively and staff valued them because they supported their personal and professional development. This meant that staff practice improved through effective supervision, promoting a learning culture within the care home, which included reflective practice.

The culture of the team was positive, everyone we spoke to was happy working for Delight Supported Living, comments included:

"I've had lots of training and can phone the office with any problems and they sort it out."

"We have good communication between staff and office team, they are supportive"

"The senior team help us with our practice and doing spot checks to ensure we have acquired the knowledge on how to administer medication."

"I am pleased to be part of DSL, so far so good with the management team and our clients."

How well is our care and support planned?

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 should have a personal plan which details their current care and support needs. This ensures that staff are effectively directed to support the individual taking a consistent and agreed approach.

The care plans detailed individual's care and support needs well and contained information to guide staff how best to support each person. Risk assessments were clearer and up-to-date.

We saw that there was good information within personal plans about the individual, what was important to them, their preferred routines, and their choices and wishes regarding their care and support. This provided a guide for staff to ensure that people were supported in an agreed and consistent way and that their wishes were respected.

Plans had been formally reviewed with families and relevant professionals, where appropriate.

Family members we spoke with said that their relatives were well looked after and that they felt the staff did a good job. Comments included:

"The carers are lovely, no issues."

"Delight are always flexible with visits for appointments etc."

"We get the support when we need it, the staff do their job and meet his needs well."

"The carers are all lovely, some are absolutely brilliant; no complaints or anything to add here."

Staff also commented:

"Support plans are clear, and risk assessments guide me to minimise risk."

"Support plans are helpful and clear to work with."

"Support plans are clear and we update them as we get to know their needs."

This meant that people could be confident that staff use personal plans to deliver care and support effectively. Also that personal plans were reviewed and updated regularly, and as people's outcomes change.

Where people were not able to fully express their wishes and preferences, individuals who are important to them or have legal authority are involved in shaping and directing the care and support plans.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure individuals and their families have confidence in the service provided, the service provider should have communication systems in place to ensure individuals, their families and staff know in advance of changes to the rota being made including unscheduled visits

This is to ensure care and support is consistent with Health and Social Care Standards (HSCS) which state that:

'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

This area for improvement was made on 29 September 2023.

Action taken since then

Service users are given a choice to receive a weekly rota so they know who is coming; this is offered at review.

Any changes of carers or times are communicated by phone, also if the carer is running late, this is also done by phone.

This area for improvement was met.

Complaints

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

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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