

## Enhance Living Support Services Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
14 March 2024

**Service provided by:**  
Enhance Living Support Services Ltd

**Service provider number:**  
SP2015012516

**Service no:**  
CS2015338260

## About the service

Enhance Living Support Services is based in Coatbridge and provides support to people living in their own homes across Lanarkshire. Types of support provided range from support for daily activities, like assistance with toileting and prompting with medication to caring for people with very complex health conditions.

At the time of this inspection, the service supported 42 people.

The provider is Enhance Living Support Services Ltd.

## About the inspection

This was an unannounced inspection which took place on 8, 10 and 11 March 2024. The inspection was carried out by an 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 six people using the service and five family members
- spoke with nine staff and management
- reviewed documents
- spoke with visiting professionals.

## Key messages

- The service takes time and effort to provide care to people based on their individual needs and preferences.
- People supported by the service and their families value it highly and say it makes a positive difference.
- Staff receive appropriate training for the work they do.
- Staff enjoy their work and say they are well supported by management.
- Reviews of care and support to people do not take place as required.
- People do not have access to their personal support plans.

## 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?	4 - Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	3 - Adequate

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

The service works with a range of people, some with very complex and challenging health conditions. From the people we spoke with and records we reviewed it was clear that each person was treated as an individual and their support was built around them in a personalised way. We saw examples of the service arranging specialised training for staff based on the particular needs of people. This means that people get care and support that will help them achieve positive outcomes.

People were positive about the services they received. Generally, they were supported by staff who knew them. They told us staff treated them with respect and kindness and provided them with choices on how they wanted to be supported. On a number of visits to people's homes, we saw staff engage with people patiently and with good humour.

The service encouraged and supported people to be active. This included simple but important things like going for walks, visiting shops and cafes.

People's health benefitted from appropriate support with medications, when they needed it, being advised on following healthy diets and joint working with health professionals like occupational therapists and community nurses.

## How good is our leadership?

4 - Good

The service had an improvement plan in place. This gave a comprehensive overview of how the service was doing and identified areas for improvement. The plan provided reassurance that staff were undertaking appropriate training and supervision was provided to them. It included the service's intention to identify staff members as champions on burns and hearing impairments to help ensure consistent good practice with people who had these health conditions. The improvement plan had clear areas for action, timescales and noted the staff members responsible for carrying out the actions.

The service had a change of manager in the last year. Staff people supported, and their families commented positively on this change. We saw evidence of the new manager looking for ways to improve outcomes for people. For instance, making contact with specialist organisations who could provide support and guidance in specific health issues.

We looked at a number of the service's policies and procedures. These ensure the service follows best practice and any appropriate legal obligations they may have. Many we reviewed were suited to the work the service did. However, some were more suited to other care settings like care homes, others had not been updated for some time. One policy, on supporting people with finances, did not reflect current methods of dealing with money and finances. The provider has agreed to review their policies and procedures with a view to making them relevant to the service.

**How good is our staff team?****5 - Very Good**

The comprehensive training plan the service had in place meant that people could be confident that they were supported by people who had the right skills to help them achieve good outcomes. Additional training on areas, like assisting people with Parkinson's disease, was arranged for relevant staff. Overall, there was a very high compliance rate by staff in training the manager took active steps to ensure this was maintained.

The staff we interviewed were confident in the work they did and able to explain how they supported people achieving positive outcomes. They had a clear understanding of their responsibilities in protecting people who may be vulnerable.

Staff told us they felt well supported. Regular supervision provided opportunities for them to discuss the people they supported, their own developmental requirements and for managers to provide feedback on their performance. The service had a system of direct observations of staff practice. This involved managers being present when staff were supporting people to evaluate how well they engaged and carried out their work. Staff were provided with feedback and told us they valued this.

**How well is our care and support planned?****3 - Adequate**

Support plans, sometimes called personal plans, are important for care services and the people they support. They provide information on what supports people require to achieve good outcomes and how they should be supported. They should also provide some detail on family and work histories, interests, and preferences.

The support plans we reviewed contained all the relevant information required to provide care and support to people. They were written in a person-centred way and were clearly developed in co-operation with people. When appropriate, they contained risk assessments. For instance, if someone might become upset or distressed, the service identified potential causes for this and had suggested ways for staff to help reduce the distress. This approach helped keep people and staff safe.

We were concerned that not everyone had a copy of their support plan. People should be able to refer to their support plan to see what supports they can expect and when, as well as other information like how to contact the service and how to complain. We have made a requirement on this. See requirement one.

People receiving care services should have their care packages reviewed not less than every six months. This was not happening for everyone supported by the service. The service did undertake courtesy calls on a regular basis asking people about the assistance received and if any changes were required. For people with very complex conditions the service did have regular internal assessments on what was working and what was not. The courtesy calls and the internal evaluations reflected a commitment from the service to provide flexible care to provide good outcomes for people. However, neither properly replaced the need for a formal review with relevant people, including people being supported, their families if appropriate and other relevant agencies, like health professionals being involved. We have made a requirement on reviews. See requirement two.

## Requirements

1. By 25 October, 2024, the provider ensure that the people supported by the service are provided with copies of their individual support plans.

The support plans must:

- be up to date;
- provide sufficient detail on how care and support will be provided;
- reflect the preferences of the individual;
- detail how people may contact service during and outside normal office hours;
- provide information on how concerns or complaints may be raised.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, Scottish Statutory Instruments 2011 No 210: regulation 4(1)(a) - requirement for the health and welfare of service users. And regulation 5(1) – requirement for personal plans.

2. By 25 October, 2024, the provider must ensure that care plans are reviewed on a six-monthly basis, as a minimum, in line with current legislation.

To do this, the provider must, at a minimum, ensure:

- a) people are supported to understand and be included with their care review;
- b) collaborate with people and others involved with their care to gather their views on what is working well with the care and support;
- c) ensure that any agreed actions are completed and reviewed regularly to ensure they remain effective.

This is to comply with Regulation 4(1) (a) and (d) (welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210).

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
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?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good

How well is our care and support planned?	3 - Adequate
5.1 Assessment and personal planning reflects people's outcomes and wishes	3 - Adequate

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