

L'Arche Edinburgh Housing Support Service

57 Queen Charlotte St
Edinburgh
EH6 7EY

Telephone: 01315 533 478

Type of inspection:
Announced (short notice)

Completed on:
4 April 2024

Service provided by:
L'Arche

Service provider number:
SP2003002642

Service no:
CS2008180509

About the service

L'Arche Edinburgh is registered to provide housing support and care at home to people with learning disabilities who are living in their own homes. These services are delivered in a combined way by the same staff team.

The service supports people living in their own flats and people living in three shared houses in the Leith and Restalrig areas of Edinburgh. Support ranges from a few hours a week to 24 hours a day.

The service is provided by L'Arche (UK) which operates as part of the International Federation of L'Arche, which is grounded in the Christian tradition. The service welcome people of all faiths and none.

The service is overseen by a local committee and regional leader and is managed by a community leader and a registered manager. Support is provided by house leaders, deputies and assistants, some of whom live in the shared houses.

At the time of the inspection the service was supporting 15 service users, known as core members.

About the inspection

This was an announced short notice inspection of the service which took place on 26 March 2024 between 10:15 and 15:30, 27 March 2024 between 10:15 and 16:30 and remotely on 28 March 2024 between 09:00 and 14:00. The inspection was carried out by two inspectors 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 people using the service and their families/friends. We also gave the opportunity for family/friends, health professionals and staff to complete an electronic questionnaire.
- We talked with members of staff and the management teams.
- Observed staff practice and daily life.
- Reviewed a range of documents.

Key messages

- People experience compassionate care and support because there was warm, encouraging, positive relationships between staff and people using the service.
- Staff knew people well, this demonstrated that people were valued and treated as individuals.
- The management team should continue to monitor medication administration records completed by staff to ensure that appropriate signatures are always in place.
- The manager should further expand and develop quality assurance processes across all areas of the service.
- The service demonstrated a good level of commitment to staff learning and development.

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

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. There were several important strengths which taken together 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. One person told us "All the care staff are great; the staff are my family now".

Systems were in place to safeguard people from potential harm and staff were aware of their responsibilities in this area. Strong recruitment procedures ensured that staff members were suitable for caring for and supporting people. These systems and procedures ensured that people experienced safe care and support. Staff showed strong values and a commitment to the people they supported and cared for. One staff member told us "L'Arche provide a safe happy and loving environment. Everything is done with love and empathy".

People were encouraged to maintain contact with friends and family. Relatives confirmed they were able to freely visit their loved ones at a time of their choosing. People often left their homes to attend events or visit friends and family in the community. People's wellbeing benefitted from regular interaction with those who were important to them.

Plans which detailed how people would fill their days were displayed in people's homes. People were busy and spent time doing activities they enjoyed. However, one relative told us "Occasionally we feel that the religious aspect of the organisation overshadows the elements of the home and limits choices." We asked the manager to consider how they ensure that everyone has regular opportunities to participate in activities meaningful to them.

People's health benefitted from good engagement with other health services. People were regularly in touch with social workers, GPs, learning disability professionals and a wide range of other specialists. This multi-agency approach helped people keep well and ensured their health needs were being met.

Overall, medication administration and recording followed good practice, there were good descriptions of why a person would be prescribed as required medication. However, the management team should continue to monitor records completed by staff to ensure that appropriate signatures are always in place. Where an "as required" medication was administered, the effectiveness was not always recorded on the back of the medication administration record. Complete records allow staff to identify when medication has given the expected outcome or when a review of prescribed medication needs to take place. **(See area for improvement 1)**

Good communication throughout the team allowed for regular discussion about people's care and support needs. Systems for handing over information had recently been improved. Relatives reported that communication from the service was improving and that they were quickly informed of any issues and resulting actions taken.

Recent changes within the service had seen improvements to people's health and wellbeing outcomes.

However, further work was required to ensure a consistently positive experience for all people experiencing care and support.

Areas for improvement

1. To ensure that medication is managed in a manner that protects the health and wellbeing of service users. The manager should:

- Ensure that medicines are administered as instructed by the prescriber;
- Demonstrate that staff follow policy and best practice about medication administration records and documentation;
- Ensure that staff receive training and refresher training appropriate to the work they perform;
- Ensure that managers are involved in the audit of medication records.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which states: "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS4.11). "I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27).

How good is our leadership?

4 - Good

We evaluated this key question as good, as several strengths, taken together, clearly outweighed areas for improvement.

A system of audits were in place and regularly completed. Some audits fed into an improvement plan for the home, of which senior management had an overview. However, the manager should further expand and develop quality assurance processes across all areas of the service, ensuring identified actions from audits are effective and accurately evidence improvements made to people's care and support. **(See area for Improvement 1)**

A family forum had newly been introduced to provide relatives with an opportunity to be involved in the development of the service. People experiencing care and support and their relatives regularly completed surveys related to different aspects of the service. This ensured that both groups of people could contribute to the development of the service.

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.

Staff told us that they felt valued by the manager and other leaders in the service. Staff felt the manager was supportive, approachable and knowledgeable. This promoted a positive and pro-active culture in the service. One staff member told us "I feel very well supported in L'Arche, I am treated with love, care and sincere concern, I have the necessary tools emotional backing to succeed and carry out my duties well'.

Recruitment was well managed, with appropriate checks completed prior to staff commencing employment, including right to work checks and systems in place to monitor staff registration with the relevant professional bodies.

Areas for improvement

1. To ensure management have a good oversight and monitoring of the service, quality assurance processes should be further developed across all areas of the service. The manager should:

- analyse the data they receive
- action plan accordingly
- include findings within the continuous improvement plan
- evidence improvement outcomes for people using the service

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes". (HSCS 4.1)

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	4 - 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	4 - Good

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

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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