

## Coast Care and Support Ltd Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
29 March 2024

**Service provided by:**  
Coast Care and Support Ltd

**Service provider number:**  
SP2023000049

**Service no:**  
CS2023000064

## About the service

Coast Care and Support Limited was registered with the Care Inspectorate on 13 March 2023.

The service offers care at home and social support to people who have a range of support needs to live in their own homes within the community.

At the time of the inspection, the service were regularly supporting approximately 70 people across the West Lothian area. The service operates from an office base in Livingston.

## About the inspection

This was an unannounced inspection which took place from 26 to 28 March 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 registration information, information submitted by the service and intelligence gathered since registration.

In making our evaluations of the service we:-

- spoke with eight people using the service and 10 of their relatives
- spoke with 12 staff and management
- observed practice and daily life
- reviewed documents
- spoke with four professionals involved with people supported by the service.

## Key messages

- People's preferences and wishes around their support were respected and what was important to people was at the heart of their support.
- Care and support was delivered in an enabling and empowering way.
- People had trust and confidence in the service, staff and management.
- Staff were very happy in their roles, and told us they felt well supported by the management team.

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

Staff demonstrated 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 received warm, compassionate care and staff were attentive and respectful. This meant that people felt valued by the staff supporting them.

People received reliable and consistent care and support from a small, regular team of dedicated staff, who knew people well. This enabled meaningful engagement and personalised support. People found support to be reliable and consistent and told us that staff really listened to them. One person said, *"I have 2 regular staff. They are absolutely brilliant. They are always respectful, of me and my home. The nurse and my GP have both said they've seen a big difference in me since I've had support from Coast. I have no anxiety over who is coming or when they are coming, and my wellbeing has improved amazingly over the past year because of that"*.

Relatives told us, *"They're completely reliable and we have continuity of staff. We trust the staff to care for [our relative]"* and *"They're always on time. We have a consistent team of staff and the office lets us know if it will be someone different. They all have high standards, and they notice if there's something wrong and let me know right away"*.

People told us that staff really cared about what was important to them. This meant that people's preferences and wishes around their support were respected and what was important to people was at the heart of their support.

People's care and support was delivered in an enabling and empowering way and people had trust and confidence in the service, staff and management. Relatives told us, *"They have really brought his speech on - always encouraging him. He is like a different person since having Coast provide his care and support"* and *"They help him with his exercises - he's improving with their input. We both have a great rapport with the carers. They make him laugh"*.

People's care plans held comprehensive information to help staff deliver support in ways that were meaningful to people and provided staff with information about the impact of specific health conditions. There was regular pro-active communication with health and social care teams to ensure health and wellbeing outcomes for people were maximised.

Medication assessments had been carried out for people who required support with medication and there was a medication policy and robust training in place. This meant that people could be confident that staff were appropriately trained, competent and skilled in delivering support with medication. Staff were confident and competent in the use of moving and handling equipment and training was up to date.

Professionals spoke highly of the difference that the care and support provided by Coast had made to people's lives. One professional said, *"They provide high quality care and are so respectful of their service users. They advocate on their behalf for equipment or additional time. They update us regularly, adapt well"*

*to people's changing needs, and always update their care plans when people's needs change. They are very responsive to any request made by ourselves or service users and their families".*

## How good is our leadership?

## 5 - Very Good

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

People were well-informed and their views had taken into account when developing the service improvement plan. People, relatives and staff described feeling confident giving feedback or raising concerns because this was welcomed and acted on.

People could be assured that there were systems in place to monitor standards of care and the management team had a good overview of the service through regular audits. There was work ongoing to ensure that any actions from these were incorporated into a service development plan which would support their focus on continuous improvement in meeting people's outcomes. There were also a comprehensive range of policies and procedures in place to ensure high standards were achieved across the service.

We observed that staff and the wider management team had comfortable relationships and regular meetings. Staff told us that management were available whenever needed and spoke confidently of management support and encouragement.

A detailed customer guide was provided to people to ensure openness and transparency of what the service aimed to deliver. Service user surveys were used to gather feedback from people to evidence what was working well and any improvements which could be made, and the management team were keen to develop this further and to collate and share the results with people and staff.

Staff were very happy in their roles, and told us they felt well supported by the management team. They told us that management listen to them and encourage new ideas. One staff member said, "The management team are absolutely the right people to be running a care service - they have all the right values".

## How good is our staff team?

## 5 - Very Good

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

Staff were recruited in line with safer recruitment guidelines, and the quality of the staff team evidenced the commitment of the service to ensure that staff have the right knowledge, competence and development to care for and support people.

Staff were supported to keep up to date with current and changing practice, with face-to-face and online access to a range of training and development opportunities. This included specific areas of practice relevant to people's needs. Induction and training was interactive and included examples, questions and discussion to ensure that staff were competent and felt confident in their role.

Staff competencies were regularly assessed and there was a clear structure of learning. This meant that people were being supported by staff who were sensitive to their needs and wishes because a range of

learning and support measures were in place.

Staff worked as a team alongside management, within a culture of continuous improvement and with a commitment to consistently improving outcomes for people.

## How well is our care and support planned?

**5 - Very Good**

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

People benefitted from individual and personalised care plans which were detailed and person-centred. Care plans in people's homes also contained information about specific conditions to support staff's knowledge and understanding of these. Information held within care plans and risk assessments was of high quality with sufficient detail to ensure staff had access to all the information they would need to safely and appropriately carry out care and to support people in the way that people wished. Risk assessments were clear and detailed, including any appropriate control measures.

Care plans and risk assessments were regularly reviewed and updated and took account of people's individual preferences and wishes. People told us that they were fully involved in decisions about their care and support needs and that their wishes and preferences were reflected in the care and support they received.

The service was in the process of creating more comprehensive 'About me' summaries for inclusion in people's care plans, with their agreement. This would assist any new staff in getting to know the people they support.

## 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?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very 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?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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