

Wilta Health Solutions Ltd Housing Support Service

2 Cushat Gardens
Mayfield
Dalkeith
EH22 5RQ

Telephone: 08002922975

Type of inspection:
Announced (short notice)

Completed on:
1 May 2024

Service provided by:
Wilta Health Solutions Ltd

Service provider number:
SP2018013241

Service no:
CS2022000255

About the service

Wilta Health Solutions Ltd provides care at home and housing support services to people living in West Lothian. The service operates from an office base in the Deans area of Livingston.

At the time of the inspection the service was supporting 20 service users.

About the inspection

This was a short notice announced inspection of the service which took place on 23 April 2024 between 10:15 and 15:15, 24 April 2024 between 09:00 and 18:00 and on 25 April 2024 between 09:00 and 14:00. 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 the service registered. 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 team.
- 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 the people they support.
- Some improvements were needed to how the provider recorded and maintained medication records.
- People were supported by a small group of staff that they knew well.
- Staff felt well supported by management and had regular opportunities to discuss concerns within supervision sessions or at team meetings.
- Some of the support plans we sampled contained good information about people's personalities, interests and preferences. Whilst there was still further improvement needed, there was a strong foundation to build on.

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 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. There were several important strengths which taken together impacted positively on outcomes for people and clearly outweighed areas for improvement.

People experience compassionate care and support because there was warm, encouraging, positive relationships between staff and the people they support. People we spoke with told us staff were always friendly and attentive. One person told us "The service is first class, the staff are gentle, respectful and considerate".

Staff demonstrated knowledge of people's needs. This meant that people could be confident that staff supporting them were well informed and worked consistently to help them achieve the outcomes that they had identified.

Daily notes were descriptive and linked to identified outcomes. People had access to their individual support plans which promoted their rights in relation to information held about them.

Staff in the service understood their role in supporting people's access to healthcare. They recognised changing health needs and shared this information quickly with the right people.

During the inspection we identified that some improvements were needed to how the provider recorded and maintained medication records. Medication administration records needed more information to clearly demonstrate people were supported safely with their medication needed. (**See area for improvement one**)

Areas for improvement

1. To ensure medication administration is managed safely and in a manner that protects the health and well-being of service users. The provider should ensure:

- Medication Administration Records clearly indicate the medication, dose, and times of administration including any prescriber's instructions.
- Medicines are administered as instructed by the prescriber.
- Staff follow policy and best practice about medication administration records and documentation.
- Management undertake audits of Medication Administration Records, ensuring that audits generate an action plan for follow up of any issues around medication administration.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state: "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11) and "I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27).

How good is our staff team?

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.

People were supported by a small group of staff that they knew well. People and families found this reassuring and meant they developed trusting and good working relationships with staff. One relative told us "Carers are consistent and have really taken the time to get to know Dad they understand his behaviour patterns and have excellent knowledge of dementia and behavioural issues".

People experiencing care had the opportunity to meet any new staff being introduced. This meant that staff had time to get to know the person and learn what was important to them. Staff confirmed that they felt they had a good induction with regular ongoing support from the management team.

Staff were clear about their roles and helped each other by being flexible in response to changing situations.

Morale across the service was high, all the staff we spoke to said they were very happy at their work. Staff felt well supported by management and had regular opportunities to discuss concerns within supervision sessions or at team meetings. This supported people to have a positive experience of their care as the staff team were enthusiastic and happy.

How well is our care and support planned?

4 - Good

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

The provider had implemented a new digital support planning system in recent months. The management team were in the process of changing individuals records over to the new digital platform.

Some of the support plans we sampled contained good information about people's personalities, interests and preferences which gave a real sense of what was important to the person experiencing care. However, the quality of information about people's preferences for support varied across the plans sampled.

Whilst there was still further improvement needed, there was a strong foundation to build on. Following discussion with the manager there was recognition that work still needed to take place to ensure all plans were of the same quality.

We have not made any areas for improvement under this key question as the manager had started to put the actions identified in place, we would expect that at the next inspection we would see consistency in care planning, and quality of documentation.

Reviews of people's needs were taking place, with the review minutes capturing discussions held and any actions agreed. Reviews were completed on a six-monthly basis or when a person's health needs changed. Reviews were evaluative and had a focus on outcomes derived from support.

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 |
| 1.3 People's health and wellbeing benefits from their care and support | 4 - Good |
| How good is our staff team? | 4 - Good |
| 3.3 Staffing arrangements are right and staff work well together | 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 |

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.