

Leonard Cheshire Disability - South West Scotland - Housing Support Service Housing Support Service

Leonard Cheshire
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Telephone: 01387 261690

Type of inspection:
Unannounced

Completed on:
19 April 2024

Service provided by:
Leonard Cheshire in Scotland

Service provider number:
SP2003001547

Service no:
CS2004075567

About the service

Leonard Cheshire Disability - South West Scotland is registered to provide housing support and care at home to adults with learning and physical disabilities who live in Dumfries and Galloway.

Leonard Cheshire Disability as an organisation states, it is committed to maximising personal choice and independence and supports each individual, to draw up their own service plan to ensure physical, emotional, social and personal development needs are met in a truly person-centred way. 'The needs and aspirations of the people who use our services are at the heart of all that we do'.

About the inspection

This was a follow up inspection to look at a complaint requirement. The inspection was completed remotely and did not involve a site visit. The inspection was carried out between 19 March 2024 and 19 April 2024. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service including the action plan that was submitted by them. In making our evaluations of the service we spoke with the manager and operations manager for Scotland and reviewed documentation.

Key messages

Improvement had been made in responding to the requirement made at the time of the complaint investigation.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 1 March 2024, the provider must ensure that there are procedures in place to ensure meaningful engagement with people experiencing care and their legal representative, regarding the service provided and any significant changes relating to this. To achieve this, the provider must at a minimum:

- a) develop a care plan which sets out the communication arrangements with any legally appointed representative.
- b) maintain accurate records of all communication.

To be completed by: 01 March 2024

This is to ensure care and support is consistent with Health and Social Care Standard 4.23: I use a service and organisation that are well led and managed.

This is in order to comply with:

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 18 January 2024.

Action taken on previous requirement

A detailed closure strategy has now been developed to guide any future service closure events. The plan provides clear information on the service responsibility and expectations around contact and communication with family/customers as well as the arrangements for liaising with relevant stakeholders including Care Inspectorate and the social work department. Personal information records have been reviewed to ensure that essential information on family/representative contact details is held and subject to ongoing review and audit to ensure accuracy.

Overall, we were satisfied that good progress had been made and that this requirement has been met.

Met - within timescales

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

To find out more

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