

# Potential Living Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
31 May 2024

**Service provided by:**  
Potential Living

**Service provider number:**  
SP2003000239

**Service no:**  
CS2004069056

## About the service

The service has been registered with the Care Inspectorate since it was formed in 2011 and has been operating since 1982.

Potential Living is a housing support and care at home service which provides support and care to approximately 70 people across the North Lanarkshire area who have learning disabilities and sometimes additional physical and mental health problems.

The aims of the service are to provide care and support to older adults and adults with learning disabilities and/or physical disabilities which helps them to remain in their own homes and to provide care and support within the person's community so that they can fulfil their potential.

## About the inspection

This was an unannounced inspection which took place between the 28 and 30 May 2024. 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.

To inform our evaluations of the service we:

- visited and spoke to ten people supported by the service
- spoke with staff and management
- observed practice and daily life
- reviewed survey results provided by the service and others received by the Care Inspectorate
- reviewed operational documents

**Key messages**

- People were supported to have high quality, positive experiences and outcomes.
- People were supported by familiar, consistent, high quality staff.
- The service should continue to improve its oversight and operational systems.

**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?	6 - Excellent
How good is our staff team?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for people.

People supported that we visited were clearly very happy with their staff and when asked all, other than one who was sleeping, responded positively when asked about staff and care quality. Staff clearly understood people's needs well and care planning documentation represented accurately how best to support people. It was evident people had activities to attend and family members to catch up with throughout the week. All presented as well kempt and the environment around them was clean and tidy. Medication supports were given appropriately and 'as required' medications management was in line with best practice. An improvement made since the previous inspection.

We observed staff engaging with people in caring, attentive and compassionate ways. Where people with limited verbal communication and were trying to converse with us, staff were excellent in translating their communications. This was a credit to how well the staff knew people and how well they could advocate on their behalf.

People were living in well decorated and personally adapted homes which they were proud of. Where people met the criteria with their mobility difficulties, they had the choice of hiring a car. People were supported to get out and about daily if they chose to do so and were considerably happy about having the freedom to drive to places supported by staff.

Care plans were devised with peoples input and in ways they could understand through using various tools such as pictures, emojis and photos. This allowed for people to have ownership and meaningful involvement in their care planning. Care plans we sampled were up to date, accurate and regularly reviewed ensuring people received the care they needed at all times.

Staff rotas were devised to meet peoples wants, needs and outcomes. If people's needs or activity times changed, the rota was adapted to allow for this. As a result, people did not miss out on participating in the activities and outings they enjoyed. All people we spoke to communicated to us that they were very happy about where they lived and with the staff who supported them. This was an excellent demonstration of a person-focussed approach to supporting people.

Staff had built excellent relationships with the community liaison team and had open and regular contact with each other to the keep professionals involved up to date. Staff reported that if people needed information or access to the liaison team, they would respond very quickly. We saw this interaction this whilst visiting people as part of the inspection and saw the liaison team were there checking on the health and wellbeing of people. This meant that people were receiving an excellent and holistic package of care.

## How good is our staff team?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for people.

Staff we spoke to told us how well they were supported by an approachable, supportive, excellent management team. Examples were given which demonstrated the caring and considerate approach the

management and the wider team had taken towards each other. Staff took part regularly in supervision meetings with a senior member of staff. This is time staff have with their supervisor to discuss practice, development and raise any personal issues that may impact on work. Staff felt these were useful meetings where not only service provision, but their needs and issues were discussed and considered.

Communication at all levels was excellent which was evidenced by every member of staff we spoke to. The systems in place allowed for excellent and effective communication between all staff. We found all staff to be absolutely committed and enthusiastic about their role and could sense their compassion for the people they supported.

There was an excellent infrastructure for staff and people experiencing care to receive support and guidance. People were enabled to live independent lives according to their needs and wishes. There was a planned rota of support for people on a daily basis to be supported by extra staff as needed. This reduced the need for a constant ratio of two to one staff support throughout the day. This staffing level can often be intrusive on people's lives unnecessarily. The peripatetic team and response on-call (ROC) teams were on call and available to support people and staff on an 'as and when' requirement basis with emergency support or advice.

Team meetings were held regularly for each support team. The team meeting interactions; the available on call systems; the peripatetic teams; and the detailed handover documents within people's homes evidenced an excellent quality of staff support being provided by the service. As a result, people could be assured that their staff team were continuously updated with relevant information pertaining to their care and support.

Training was face to face and was monitored by office staff to ensure staff completion. Where necessary supplementary or specialist training was completed in line with people's needs and sometimes on suggestion of staff in support. All staff were aware of their duties and were compliant under the Adult Support and Protection legislation. Staff were subject to unannounced competency checks by senior staff and carried out self-checks to ensure that they were providing care and support as people's needs dictated.

A small number of external professionals completed our questionnaires prior to inspection and comments made included:-

'Visible leadership is displayed and staff teams appear to be well supported to do their jobs effectively.'

'Within the setting the leadership is very strong. The senior staff have been encouraging leadership at all levels.'

People's wishes and views were very much sought in relation to what they were looking for in staff profiles and the service applied this to their recruitment process. People were able to meet staff and be supported with real decision making and matching. This meant people were very empowered and encouraged to choose who was employed to support them

The Response On-Call (ROC) service operated by the provider was manned 24 hours a day employing both managers and experienced and trained support staff. As well as monitoring the technology the service had in use, ROC staff were able to attend in person to provide support, in either planned or emergency situations. They were also always on hand to provide reassurance and advice to both the people supported and their workforce alike. Increasingly the service was being sought out by local authority partners and other local providers to supplement the care that they were already providing, with the additional benefits that the service offers.

The peripatetic service had evolved and grown alongside the ROC in response to the ever-changing needs of both the people supported and the environment in which the service operates. The level of support required by people and their individual budgets can fluctuate, and the peripatetic service provided a way to respond quickly and flexibly to any such changes. The service operated from 7.30am to 10.30pm and allowed the service to deploy additional staff in situations where a second person was required, or if it was cost prohibitive, or operationally impractical to meet an individuals' needs in any other way. There were a number staff available separately assigned throughout the day to facilitate this work.

## 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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent

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