

Love Housing Support - Lanarkshire Housing Support Service

Love@care Ltd
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Unannounced

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Service provided by:
Love @ Care Ltd

Service provider number:
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Service no:
CS2021000038

About the service

Love Housing Support - Lanarkshire provides care and support to people living in the North and South Council areas. It helps people keep active and engaged with their communities through things like outings and clubs. Where required it will provide personal care to people.

It has its operational office in Bellshill. Its mission statement states:

"Our mission is to create mainstream services that incorporate equality, justice, kindness, love and compassion. These services will contribute to mind, body and spirit whilst delivering excellence and solutions to the mainstream sectors in which we work. LOVE identifies opportunities to support vulnerable individuals in Scotland who would otherwise have limited or no access to the services they need."

The provider is Love @ Care Ltd.

About the inspection

This was an unannounced inspection which took place on 30 April, 1 and 7 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.

In making our evaluations of the service we:

- spoke with 12 people using the service and eight of their family members
- spoke with 12 staff and management
- reviewed documents.

Key messages

- People supported by the service were mainly very satisfied with the care they received
- They and their families felt the service helped them achieve good outcomes
- Staff were safely recruited, enjoyed their work and felt well supported
- Some important policies and procedures including medication and public protection needed to be reviewed and improved.

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?	4 - Good
How good is our staff team?	5 - Very 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?

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.

People told us that they were very satisfied with the care and support they received from Love Housing Support - Lanarkshire. Some people said they did not always know which staff were visiting them. Most people said they were supported by staff they were familiar with and who knew them and how best to support them.

When people were supported with things like toileting, they said staff were patient and competent. They were encouraged to choose what they wanted to do when staff were helping them to take part in social activities like going on outings.

The service's electronic care system allowed staff access to care plans for people, so they were informed about how care and support was to be provided and when. The system also provided appropriate updates so staff were aware of important changes in people's circumstances and how the care given might change. This helped ensure people were provided with the right care and support to get the best possible outcomes for them.

Some people and families told us that support had previously been given by other care organisations. They said Love Housing Support - Lanarkshire were more reliable and consistent. One person said the service had been a "godsend" and their stress levels had dropped dramatically because the service came when it was planned to. A family member told us their relative was flourishing and their confidence had increased because of the support they got.

Some people had raised issues with the service. They told us they felt they were listened to and their concerns were dealt with. When people had to change usual arrangements, for instance for health appointments, the service was flexible and altered times.

How good is our leadership?

4 - Good

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

Care services require to operate in line with relevant legislation and good practice. This helps ensure people are kept safe and supported to get the most out of life.

Most of the policies and processes we reviewed were of an acceptable standard. This included infection control measures which supported staff by providing clear guidance in reducing the risk of infection and cross infection. The service's financial procedures had sufficient checks and balances to ensure people's money was safeguarded. The complaints policy showed us concerns were treated seriously and responded to within reasonable timescales.

We had concerns on a small number of important policies and gave the provider some suggestions about how these could be improved. The service supports a large number of vulnerable adults and it is vital that any staff guidance about keeping them safe is clear and follows good practice. The service's current

guidance required improvement in some areas. Management have agreed to make use of their relationship with local councils, who have considerable expertise in this area, to get expert opinion on their current adult support and protection guidance.

The medication policy is, generally, fit for purpose but we have provided the service with some Care Inspectorate information which would improve aspects of it.

Care services are required to notify the Care Inspectorate of certain occurrences. The service has not always fully complied with this. We have referred the service to our "Records that all registered care services (except childminding) must keep and guidance on notification reporting" and asked the provider to ensure this is adhered too.

We ask services to complete annual returns on their operations including the type of supports they provide, staffing details and numbers and categories of service users and as well as other information. The information provided is shared with the Scottish Government and other agencies. The service's last annual return had a number of incorrect entries in important areas and we have asked the provider to take action to prevent future incorrections.

How good is our staff team?

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.

The service had appropriate processes in place to recruit staff safely. These included confirming people's identities and right to work status. Applicants' work histories were checked and the service ensured any work references were genuine by insisting they came from established work addresses. This approach means that people can be confident that staff supporting them have been recruited according to current legislation and good practice.

Staff members we spoke to were happy in their work. They told us and we saw from records that they received training which was appropriate to the work they carried out. All staff had to complete mandatory training. This included supporting and protecting vulnerable adults, dementia awareness, moving people safely and handling medicines. The service provided additional training to some staff. For instance, for carers supporting people with alcohol related brain damage, specific training was given. This means that people who get support can be confident that those caring for them are sufficiently trained and competent in their work.

Regular staff supervision provides opportunities for staff and management to discuss how well people are being cared for and what changes, if any, should be considered. Supervision can identify where staff might need additional support, like training. The service undertook direct observations or 'spot checks' of staff practice. These included looking at how care was provided and how staff communicate with the people they support. Staff told us they found supervision and direct observations valuable in knowing how well they were doing.

Staff in care services like Love Housing Support - Lanarkshire often support people who can be vulnerable to being exploited or abused. We had concerns about the service's written guidance but were satisfied that the service's care workforce were clear on their responsibilities and confident in carrying these out, if required.

How well is our care and support planned?

4 - Good

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

Support plans or personal plans provide information on what people need from care services to achieve the best possible outcomes for them. They also provide guidance to staff on how care and support should be provided.

People told us the service, when they first got involved, took time to understand them and what was needed to get the best out of life for them. They said the support they got was in line with the discussions and agreements they had with the service. The care plans we read showed the service treated people as individuals and provide care and support in a person focussed way. Staff told us they got time to read support plans before supporting people and the electronic care system provided updates to them through their mobile phones.

Reviews of support plans should happen on a regular basis to make sure the care provided continues to be appropriate and beneficial to people. Reviews should take place no less than six-monthly or more often if necessary. The service had a system in place that planned reviews in advance. Part of that did not specify specific dates for reviews while other parts did. This meant that we were not reassured that all reviews would occur with the required timescales. The provider has agreed to look at this to achieve consistency across the review system.

People supported by the service and their families told us that they were always involved in these and encouraged to give their views on what worked well and what might be improved.

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?	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?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

How good is our staff team?	5 - Very Good
3.1 Staff have been recruited well	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?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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