

Love Housing Support - Fife Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
3 July 2024

Service provided by:
Love @ Care Ltd

Service provider number:
SP2018013216

Service no:
CS2021000037

About the service

Love Housing Support - Fife is a combined housing support and care at home service based in Rosyth, Fife. The service is registered to provide support to adults with physical and/or learning disabilities, and to older people in their own home, in the community and on holiday. The service is also registered to support children with physical and/or learning disabilities.

At the time of the inspection, the service was providing a care at home service to 25 adults, a 24 hour a day support package to one adult, and had recently commenced a support service to nine children.

About the inspection

This was a short notice inspection which took place on 25, 26 and 28 June 2024 and 3 July 2024. The inspection was carried out by one inspector.

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 six people using the service and seven of their relatives
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People received kind and compassionate care.
- Feedback from people and their relatives was very positive.
- People received care from the same group of staff at consistent times.
- The manager had very good oversight of the service.
- Staff were well trained and supported.
- Care plans were person-centred and reviewed regularly.
- The service had only recently begun providing a service to children, so inspection of this area of the service focused on quality assurance and feedback from family. We found the service was performing well in these areas.

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 evaluated this key question as very good, as we found major strengths which supported positive outcomes for people.

People should expect to experience warmth, kindness and compassion in how they are supported and cared for. We observed warm and compassionate care and interactions between people and carers which were kind and friendly. It was clear that carers knew people well and had visited them often over a sustained period of time. This meant that interactions were personal and meaningful, and that carers knew how to meet people's needs. We could be confident that people's dignity was respected, and their day-to-day needs were met.

Feedback from people and their relatives was very positive. One person told us, "I couldn't wish for better" and another said, "they really see the value of people." One relative told us, "they are marvellous" and another said, "we've struck gold with this service."

Carers had knowledge and skills which allowed them to respond to the specific needs of the people they were supporting. We saw carers skillfully and compassionately communicate with and care for people with a range of different needs. We saw that when essential tasks were completed, carers then took the opportunity to start meaningful conversations with people or ask if there was anything else they would like to do for the rest of the visit time. We also observed carers asking people how they would like things to be done, meaning they were recognised as experts in their own care and experiences.

We observed carers engaging with people at every opportunity and taking time to listen to and uphold their choices. Independence was also promoted as much as possible in all aspects of care and support. This was made possible by a consistent staff group who had a clear understanding of people's abilities. The service was proactive in requesting health support from GPs and pharmacies when they recognised people might be unwell. As a result, we were confident that people were receiving the right care and support at the right time.

How good is our leadership?

5 - Very Good

We evaluated this key question as very good, as we found major strengths which supported positive outcomes for people.

Quality assurance should be led well and be used to monitor and improve the quality of the service people receive. We saw a range of systems in place to check standards of care including audits, competency checks, supervisions and reviews. There were examples where these checks had resulted in positive changes being made in record keeping and care planning. The management team knew the people they supported, their relatives and staff well. People, their relatives and staff told us they felt comfortable in approaching the team to discuss any queries or concerns. One relative told us, "The new manager and team leader have made a massive difference." We were confident that the management team had a comprehensive oversight of the service.

A Quality Manager and Operations Manager both supported the manager and completed their own audits. These audits resulted in developments being made in recruitment and the online system. We could be confident that quality assurance was being undertaken at different levels within the organisation. An outstanding area for improvement is met. **See the 'Outstanding Areas for Improvement' section of this report.** We were confident that the service embraced positive change to support better outcomes for people.

Staff should feel confident to give feedback and that they are listened to and valued. Carers we spoke with were all positive about their experience working for the service and felt supported to carry out their role to the best of their ability. We were told that the management team were visible and approachable, and that all feedback was constructive and helpful. Staff received regular supervision and observations of practice which highlighted both good practice and areas for development. We could be confident that staff were working to the standards which the management team expected, and any issues would be picked up and addressed promptly. We suggested that as the service grows, observations could focus on specific skills and practice areas.

We were confident that staff were led well and were involved in the development of the service. A weekly email was sent to staff to highlight updates, changes and areas for development. There were also regular team meetings which gave staff the opportunity to contribute their views. We heard about staff making suggestions which were quickly added to care plans. Staff could be confident that they were valued and respected.

How good is our staff team?

5 - Very Good

We evaluated this key question as very good, as we found major strengths which supported positive outcomes for people.

Staff deployment was well considered. Staff worked in geographical areas which suited them, and they had time to travel between visits. During visits, staff had enough time to complete key tasks as well as have meaningful conversations with people. This supported positive outcomes for people.

We found that well organised rotas meant people were being supported by the same small group of carers at consistent times. People told us, "I always see the same people" and "there's rarely any changes." This meant that people had the opportunity to get to know carers and build positive relationships with them.

We found that the service had built a staff team who worked well together and enjoyed their work. More than one staff member told us, "I really enjoy my job." Although the service was relatively small and most visits only required a single carer, staff communicated well with each other and with managers, including if they had any concerns about people. We could be confident that people were receiving the right support at the right time.

How well is our care and support planned?

5 - Very Good

We evaluated this key question as very good, as we found major strengths which supported positive outcomes for people.

Care plans should be up-to-date and reviewed regularly to ensure they reflect people's outcomes. A range of assessments informed care plans and we saw evidence of these being updated electronically as soon as changes were noted. Care plans and risk assessments were person-centred and appropriately detailed according to the complexity of care required. They struck a balance between providing the task based requirements of a care at home visit, as well as providing wider detail which was tailored to the person's outcomes and preferences. Personal preferences were clearly stated in care plans and we saw evidence of carer knowledge of these at visits, including food and drink preferences. We could be confident that people's support was tailored to them and their preferences adhered to.

Reviews were undertaken regularly and any updates or changes needed were made as soon as possible. These included the views of people and their relatives and ensured they were able to give regular feedback on how they experience care and support.

Where the service provided a 24-hour service, we found that people experienced meaningful days as they were supported to undertake a range of activities in line with their personal preferences and wishes. We suggested that this area of strength could be further developed by ensuring that recording and evaluation of activities takes place to inform future planning. This would also support new staff to have access to information to help them care for people. **See Area for Improvement 1.**

It is important that care plans are easily accessible to staff, and where appropriate, people and their relatives. The service used an electronic care planning system which allowed carers quick access to care plans, risk assessments and care notes. Parts of the system were also accessible to people and their relatives. This supported people to be involved in leading and directing their care. We heard from some people that they would prefer a paper copy of rotas, the service agreed to provide these.

Areas for improvement

1. To promote the health and wellbeing of people using the service, the provider should ensure that activities and other ways to achieve a meaningful day are planned, recorded and evaluated on a regular basis.

This is in order to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25)

and

'I can maintain and develop my interests, activities and what matters to me in the way that I like' (HSCS 2.22).

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure people experience good health and wellbeing outcomes, which are delivered in the right way for each person, the provider should ensure appropriate governance and oversight is in place at the service.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 24 February 2023.

Action taken since then

We found that a Quality Manager and Operations Manager both supported the manager and completed their own audits. These audits resulted in developments being made in recruitment and the online system. We could be confident that quality assurance was being undertaken at different levels within the organisation. We were confident that the service embraced positive change to support better outcomes for people.

This area for improvement has been met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How well do we support people's wellbeing?	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
3.3 Staffing arrangements are right and staff work well together	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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