

Bield at Home - Linlithgow Support Service

Westport Resource Centre
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Type of inspection:
Announced (short notice)

Completed on:
28 August 2024

Service provided by:
Bield Housing & Care

Service provider number:
SP2004005874

Service no:
CS2012306440

About the service

Bield at Home - Linlithgow is registered with the Care Inspectorate to provide care at home services.

The service operates from an office base in Linlithgow. A team of staff provide care and support to people living within two sheltered housing developments in Linlithgow and to others living in their own home in the local area.

There were 28 people using the service during the inspection.

About the inspection

This was a short notice announced inspection which took place on 23, 26, and 27 August 2024. 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 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 ten people using the service
- spoke with four of their relatives
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- received feedback from supporting professionals.

We also sent out surveys and received responses from:

- two people being supported by the service
- three relatives
- twelve members of staff
- two supporting professionals.

Key messages

- People received personalised care.
- Staff knew people well and respected their choices and preferences.
- People were proactively supported to maintain their health and wellbeing.
- Managers were ensuring that staffing levels met people's needs.
- As part of this inspection, we assessed the service's self evaluation of key areas. We found that the service had made positive progress in completing their self evaluation. The service should continue to develop this approach to support improvement.

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

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.

Care was provided in a personalised way, where people were treated with respect and genuine affection. There were warm and encouraging interactions between staff and people using the service. Everyone we spoke to were happy with the service and the staff that provided their care. One person described the service as "a life saver". We also heard "I'm happy living here and couldn't do it without the help of the carers" and "the [staff] are so nice, I am lucky".

People's choices were respected. We observed staff taking their time to listen and uphold people's wishes. The team leaders were working hard to plan care and meet people's preferences, including care worker gender and visit times. People responded positively, making decisions and participating in their care and support. This was helping people to maintain their independence and helping them to live at home for longer.

People's health benefited from good engagement with health services. Training was provided to ensure that people were well cared for. The staff team knew people well and were taking quick action where they observed changes to people's wellbeing. During the inspection we observed the team referring concerns to the local general practitioner (GP) and facilitating quick treatment. People's health needs were being recognised and prioritised.

Medication systems were good. Staff were trained and observations of medication practices were being carried out. Audits of medication administration were also carried out regularly. Where the management team had noted areas for improvement, these were acknowledged and managed well. This was enabling the team to learn and develop.

Everyone had a detailed personal plan and risk assessments in place which reflected their care and support needs. People using the service, and their family members, were involved in sharing information to inform the personal plan and taking part in reviews to ensure that information was up-to-date. This meant that staff had the right information to support people.

How good is our leadership?

5 - Very Good

We found significant strengths in the leadership of the service which supported positive outcomes for people. Therefore, we evaluated this key question as very good.

Everyone told us that the management team were approachable and responsive. Relatives told us that they could go to the team leaders at any time and "any concerns about [my relative] are sorted quickly". People were confident that they would be supported and action would be taken, where this was required.

Staff told us that the culture was open and supportive. They described feeling supported by the management team and that the team worked well together. The management team was carrying out regular supervision of staff. This included one-to-one meetings, appraisals, and practice observations. Staff were offered additional support and supervision where individual support or development needs were

identified. Practice was also being discussed within team meetings to promote good practice and ensure that staff were competent.

There were a range of measures in place to assess quality across the service. This included audits of service provision, staff competency observations, and feedback from people using the service, family members, and representatives. Quality assurance findings were being used to identify areas for development which were incorporated into the service development plan. This ensured people continued to experience safe care and support.

Since the last inspection, the manager had reviewed the service improvement plan. This was more focussed and linked to the Health and Social Care Standards (HSCS). We encouraged the manager to fully evidence, from quality assurance activity, the outcomes of service delivery for people. They responded positively and were enthusiastic to developing this further. This would ensure the management team had a full oversight of the service and how they were developing.

The management team were evaluating people's experiences to ensure that everyone was satisfied and that the service was providing the right care and support. The service had recently issued a questionnaire to people receiving a service, and family members, seeking feedback on the service. This had been collated and the management team were using the feedback to acknowledge good practice and develop the service. We noted that there had been duplication of feedback requested due to inspection processes and people were reluctant to complete further questionnaires. We discussed with the management team different ways of increasing engagement with this process to encourage participation.

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 benefitted from a staff team that worked well together. The service used relief workers and team leaders to provide support when additional staffing was required. As a last resort, the service was using a consistent member of agency staff to ensure there was sufficient staff cover. The management team were ensuring that the contingency staffing were providing care to their high standards and that people were comfortable and happy with the support. This was helping to provide continuity and satisfaction for people using the service.

Staffing arrangements were planned to ensure that people received the care and support they needed. Staff had time to speak to and encourage people to participate in their support. The service was scheduling the right number of staff to ensure people's care and support needs were met.

The management team were monitoring service delivery and staffing arrangements, ensuring this was informed by assessments of people's needs. The service was in the process of appointing new staff to ensure staffing levels matched the requirements of people using the service. People could be confident that the management team were deploying staff in a way that best met their needs.

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
1.3 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

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