

West Lothian Housing Support & Care at Home Housing Support Service

The Richmond Fellowship Scotland
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Type of inspection:
Announced (short notice)

Completed on:
5 August 2024

Service provided by:
The Richmond Fellowship Scotland
Limited

Service provider number:
SP2004006282

Service no:
CS2021000034

About the service

West Lothian Housing Support and Care at Home, provides support to people who have a learning disability, mental health problems and alcohol and drug misuse throughout West Lothian.

The service registered with the care inspectorate on 29 April 2021. At the time of our inspection the service was providing support for 36 people.

The service is provided by the Richmond Fellowship, which has a number of similar support services across Scotland.

The organisation's mission states:

"To develop and deliver the best personal supports that listen to what you want and achieve what matters for you."

About the inspection

This was an announced short notice inspection which took place on 30 July 2024, 31 July and 1 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 and spent time with four people using the service and two of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Support was provided in a personalised way where people were treated with respect
- People's support plans were person centred they set out their individual care and support needs
- The service had a culture of learning
- The management team knew people well and were providing good leadership
- Staff completed training that was relevant to their roles
- Observations of staff practice contributed to discussion at staff supervision meetings.

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.

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support

Support was provided in a personalised way where people were treated with respect. There were warm and encouraging interactions between staff and people using the service. Everyone spoke highly of the service and we heard: "I had carers before but these carers are better", "I like my support workers, they help me" and "everyone is nice and they help me."

Families said staff were well trained, and very committed to supporting their loved one in carrying out their duties and one relative told us: "staff are lovely and know our daughter well, they have helped her become independent and live in her own tenancy." People enjoyed the interactions, chat and the reassurance of knowing that a support worker would visit, and their wellbeing was being monitored. Staff recognised people's changing needs but many people told us "I would like more hours and more sociable events", the management team assured this would be actioned following people's care reviews.

Contact with the support staff was extremely important to people. Some were their main connection with the community. This meant people could live in their own home for as long as possible. Everyone had confidence in the staff and mostly knew who was coming to provide their care, despite staffing issues. To achieve this it required effective leadership. One visiting professional told us: "The service are very adaptable in dealing with emergencies and will do their best to find solutions to problems that arise."

People's support plans were person centred they set out their individual care and support needs. Choices were respected. There was a focus on capturing people's preferred outcome of the care they received. Appropriate assessments, such as moving and assisting risk assessments were undertaken to keep people and staff safe. A electronic scheduling system was used by staff for their daily work schedule, accessed via a mobile phone. However, when staff were asked to visit someone at short notice, they did not always have updated information about the individual. There was a risk that a support worker would not know a person's current care and support needs. In the event of a last-minute change, it is vital that staff are provided with accurate and up-to-date information about people's care and support needs in advance. Managers assured that staff would always have access to people's support plan and risk assessments and were working hard to develop a more robust system that wasn't heavily reliant on emails, we felt assured by this.

How good is our leadership?

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.

Quality Indicator: 2.2 Quality assurance and improvement is led well

The management team knew people well and were providing good leadership. We heard that staff felt confident speaking to managers and sharing views on the service.

We heard that the managers, as the organisation, were "approachable" and "supportive." Staff felt valued and enjoyed their work. One staff member told us "the manager is the best I have ever had" and another told us "we have been through a lot and he is always there to support even though he has a big remit."

People could be assured that there were systems in place to monitor standards of support within the service. The management team were committed to audit and self evaluation processes. The service had a comprehensive improvement plan which the manager was using to develop the service.

The service had a culture of learning. They had systems in place to address feedback, accidents and incidents which enabled them to take action to address and learn from events. The management team were working closely with other professionals to ensure that risks were minimised.

The provider was evaluating people's experiences to ensure that everyone was satisfied and encouraging feedback to ensure that the service was providing the right support. The management team were using feedback to acknowledge good practice and develop the service.

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.

Quality Indicator: 3.3 Staffing arrangements are right and staff work well together.

Staff were confident in building positive and supportive relationships with people. They were flexible and supported each other to work as a team. However, some staff within larger support packages felt recent staffing changes had an impact on effective team working. We addressed this with the management team who was aware and assured of plans to support staff to develop a culture of team working and therefore contributing to the overall quality of the service for people.

Staff completed training that was relevant to their roles. This included training that was specific to understanding the needs of people being supported and cared for. Staff spoke favourably about the induction processes they had completed. Training records were kept which evidenced that training was up-to-date. People experienced care and support from well trained staff who were knowledgeable about their care needs.

Staff carried out their duties in a way that demonstrated an understanding of the training they had received. Conversations with staff also evidenced their knowledge in supporting and caring for people. Staff spoke positively of their work and told us they were proud to work in the service. This demonstrated a commitment to both the service and the people they were supporting and caring for. Arrangements for the one-to-one supervision of staff were in place. Observations of staff practice contributed to discussion at staff supervision meetings. Team meetings gave staff a further opportunity to discuss any issues they experienced and to contribute to the development of the service. This evidenced that staff were valued by leaders in the service.

Many people were supported by a small, consistent staff team which incorporated bank staff, who knew them well. Planning of support visits were effectively co-ordinated with planned events in peoples' lives and events outwith their home, for example, attending participation groups.

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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