

West Lothian Support Services Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
29 August 2024

Service provided by:
Scottish Action For Mental Health

Service provider number:
SP2003000180

Service no:
CS2013317898

About the service

West Lothian Support Services provides support to adults with mental health problems, learning disabilities or alcohol problems throughout West Lothian.

The service is provided by the Scottish Action for Mental Health (SAMH) which has a number of similar support services across Scotland. The service has two staff teams who have offices in Bathgate.

The organisation's mission states:

"SAMH will lead by example. SAMH will be innovative, purposeful and challenging in all that it does. SAMH will campaign for rights and rights based services, challenge stigma and discrimination and promote inclusion. SAMH will work to raise the aspirations and expectations of people who use services, people who deliver services and society as a whole. SAMH will promote mental health and wellbeing within community and corporate life."

At the time of the inspection the service was supporting 117 people.

About the inspection

This was an announced short notice inspection which took place on 20 August 2024, 10:30 until 16:00, 21 August 2024, 10:30 until 18:00 and 22 August 2024, 10:30 until 17:00. 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 received feedback from 31 people using the service and three of their families
- spoke with 17 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
- Everyone had confidence in the staff and mostly knew who was coming to provide their care, despite staffing issues
- Staff were confident in building positive and supportive relationships with people
- Staff completed training that was relevant to their roles
- Many people were supported by a small, consistent staff team, who knew them well.

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 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: "Staff know me well, including what I like and what is important for my care", "Its really helped me, "I am very happy with support, I now have friends and have my own house" and "I can't fault the staff they really support me and what a difference they have made being in my life."

Families said staff were well trained, and very committed to supporting their loved one in carrying out their duties and one relative told us: "I am thankful for the work the service has done to improve the quality of my son's life." 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 and highlighted any concern or changes to senior staff. One relative told us "I live nearly an hour away from my loved one and on several occasions I have been grateful to manager for alerting me to a problem I was unaware of or, on occasions, taking them to receive immediate medical help."

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 leadership is excellent. I always receive an answer if I have any queries. The leadership go above and beyond to support."

The service was in process of implementing a new electronic care planning and recording system. Support plans were in place for each person to guide staff, reviews were up-to-date and reflected the care and support that each person should have. Systems for administration of medication were in place and processes were regularly audited.

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. One staff member told us "I love my job, its very rewarding" whilst another said "We are willing to learn and change what we need to."

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 were mixed about the induction processes they had completed. Managers were aware and had plans to improve the induction process for new staff. 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. Most 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. Team meetings gave staff a 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, who knew them well. Planning of support visits were effectively co-ordinated with planned events in people's lives and events outwith their home, for example, the service supported a group of men to develop their own support group.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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