

West Lothian Supported Living and Outreach Support Service Housing Support Service

1 Tartan House
Jarvey Street
Bathgate
EH48 4AD

Telephone: 07760594688

Type of inspection:
Unannounced

Completed on:
23 September 2024

Service provided by:
Wheatley Care

Service provider number:
SP2006008236

Service no:
CS2019378297

About the service

West Lothian Supported Living and Outreach is a support service with office bases in Bathgate and Livingston, and provides support to people living in their own homes in the West Lothian area.

The service was registered with the Care Inspectorate on 31 March 2020 and is provided by Wheatley Care. The service is provided by a team of health and wellbeing co-ordinators, assistants, team leader and manager.

At the time of inspection the service was providing support to approximately 33 people.

The aim of the service is:

'To empower and enable people to develop and build their independence with regards to daily living skills, as well as promoting positive health and wellbeing. At the heart of this, there is a team of passionate, caring and professional staff who will help guide, mentor and treat individuals with the dignity and respect they deserve'.

About the inspection

This was an unannounced inspection which took place on 10, 11 and 12 September 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 nine people using the service and two of their relatives
- received feedback from six further people via our survey
- spoke with nine staff and management and received feedback from 11 staff via our survey
- observed practice and daily life
- reviewed documents.

Key messages

- People were enabled to get the most out of life with opportunities to maintain, develop and explore their interests, skills and aspirations.
- Management were responsive to feedback from people using the service and staff and used learning to improve the service.
- People were fully involved in decisions about their current and future support needs.
- As part of this inspection, we assessed the services 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 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.

People experienced support with real warmth and compassion because there were friendly, encouraging, positive relationships between staff and people making use of the service. People told us that staff treated them with dignity and respect and we observed that they were relaxed and happy in each other's company. People's interests and preferences were valued and encouraged by staff and this helped people to achieve their individual outcomes and feel respected and listened to. Staff knew people well and people had trust and confidence in the service, staff and management.

People were enabled to get the most out of life with opportunities to maintain, develop and explore their interests, skills and aspirations. Management were responsive to feedback from people using the service and staff, and used learning to improve the service; measuring success through listening to people, self-evaluation and a robust service improvement plan.

People said that they were informed in advance if there were changes to their support and that their support was reliable. One person told us, *"Most of the time I know what staff are due to visit me, but sometimes I have different staff. I get on with all the staff and I know if I am unhappy with something I can talk to staff"*.

Staff enabled people to maintain and develop relationships with those around them and promoted their identity, independence, dignity, privacy and choice. People were supported to explore opportunities to connect with their communities. This meant that people were able to feel a sense of belonging within their communities.

People were encouraged to take ownership of their support plans and take an active role in reviewing their support. Support plans and risk assessments were a true reflection of people's strengths and abilities. They were personalised and outcomes-focussed, and clearly documented what was important to people. Families, carers and other professionals were routinely involved in developing and reviewing people's support plans in accordance with their wishes. A relative told us, *"The support my relative gets is good and there are clear lines of communication if I have an issue or concern. The management team are approachable and the support is reliable"*.

Staff and management had developed good links with local health professionals, which meant the people they supported could be confident that staff knew when and how to access relevant professionals to support their health and wellbeing.

Support with medication was well-managed, with appropriate training and observations of practice regularly carried out. This meant that people could be confident that staff were appropriately trained, competent and skilled in delivering support with medication.

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.

People could be confident that staff were recruited in a way that had been informed by all aspects of safer recruitment guidance, including a strong emphasis on values-based recruitment. Staff did not start work until all pre-employment checks had been concluded and relevant mandatory training had been completed.

The opportunity for new staff to visit the service prior to their start date helped ensure that the right people were recruited and offered some opportunities for people to meet staff prior to them commencing their role. The service was looking at ways to further involve people in this practice if they wished.

Induction for new staff was thorough and ongoing training, including training specific to people's individual needs, was ongoing. This meant that people were being supported by staff who understood and were sensitive to their needs and wishes.

There was a learning culture embedded within the service, which included reflective practice. Staff were comfortable acknowledging their learning needs and were confident these would be addressed. A staff member told us, *"We are trained well and there are always extra learning opportunities. Shadowing is also a good way for us to learn different roles within service and this is encouraged by team leaders and managers"*. This meant that people could be confident that staff had the right knowledge, competence and development opportunities to support them appropriately.

Staff were clear about their roles and responsibilities, with written information they could refer to and consistent access to their manager for support. Staff were also clear about arrangements for ongoing supervision and appraisal, which were carried out regularly and included good quality reflective discussions and clear feedback.

The right number of staff with the right skills were working at the right times to support people's outcomes, and this meant that staff had time to provide care and support with compassion and engage in meaningful conversations and interactions with people.

There was consistent leadership presence and a culture of promoting staff wellbeing. Staff commented that leaders were always available when they needed support or advice. This had resulted in staff feeling well supported in their roles and working well together to ensure people experienced good quality, personalised and meaningful support which met their needs and wishes. People using the service, and staff, benefitted from a warm atmosphere because there were good working relationships between management and staff. Staff said they felt valued and supported in their roles and told us, *"We all work really well as a team here. Everyone's ideas and opinions are valued. We all want the same things; to support people to live their best life"*.

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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