

Lyle Court Housing Support Service

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Type of inspection:
Unannounced

Completed on:
23 September 2024

Service provided by:
YourLife Management Services
Limited

Service provider number:
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Service no:
CS2014332747

About the service

Lyle Court is a development located at Barnton in Edinburgh and people living there referred to as homeowners throughout this report, own the properties within the development. The landlord is McCarthy and Stone and the care service is provided by Yourlife Management Ltd (Scotland) Homeowners receive weekly domestic cleaning, have the option of a three-course lunch in the restaurant and can participate in group activities. They have access to 24hr staffing with support at night in the form of a staff sleepover for emergencies. Some people request an enhanced service which may include support with personal care, medication, laundry and shopping. Homeowners can choose to receive their care from outside agencies too. There is a strong emphasis on independent living.

At the time of our inspection, 74 homeowners lived within the development, with 13 receiving care from the staff at Lyle Court.

About the inspection

This was an unannounced inspection which took place between 16 and 20 September 2024. We visited the service on the 16th and then spent the following days speaking to staff by phone and reviewing documents remotely, liaising with senior management.

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 eight homeowners, six of whom were in receipt of care from Lyle Court staff.
- We also gave the opportunity for family/friends and staff to complete an electronic questionnaire.
- We spoke with seven members of staff and senior management.
- Observed staff practice and daily life.
- Reviewed a range of documents.

Key messages

- We observed positive, respectful, and natural interactions between staff and those being supported.
- Homeowners told us that they were happy living at Lyle Court, felt safe and enjoyed participating in a variety of activities with their friends.
- Homeowners care plans were of a good quality and person centred to their individual needs.
- Staff felt supported from their peers, but there was a consensus that they would like a settled management as there had been a few changes to the registered manager in recent years.
- 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 could 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?	4 - Good
How good is our staff team?	4 - Good
How well is our care and support planned?	4 - 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 made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on homeowner's experiences and outcomes.

Homeowners told us that staff were very kind and polite. We observed positive interactions between staff and Homeowners who experienced care. People were treated with dignity and respect.

Homeowners enjoyed a largely independent life living at Lyle Court but felt reassured that staff were on site 24hrs a day should they need any support. One homeowner said: "I like living here and participating in the different events. I receive just a wee bit of support with showering in the morning to ensure I am ok, just for confidence more than anything else."

The support needs of homeowners who received care from Lyle Court was relatively low, in line with the service provision. Because of this, personal care was only provided between certain hours in the morning and afternoon / evening. Where support needs were greater, staff would actively support referrals onto alternative care providers to ensure they had access to the level of support they required.

Although only 13 homeowners received care from the Lyle Court staff team, all 74 people were offered a review every six months. We found this to be good practice as it ensured those who were not in receipt of a care package had an opportunity to have a discussion as to whether their health and wellbeing was deteriorating in anyway and would like care and support. This gives people confidence that the service was proactive in meeting people's positive outcomes.

Homeowners enjoyed participating in a variety of different activities and events either they organised themselves or were assisted by the staff team. This included regular movie nights, gardening and a bridge playing club.

How good is our leadership?

4 - Good

We evaluated this key question as good. While strengths had a significant positive impact, improvements are needed to ensure that people consistently have experiences and outcomes which are as positive as possible.

Homeowners felt confident contacting the duty manager if they needed to and felt if they had an issue, it would be appropriately actioned.

A variety of comprehensive quality assurance processes were in place which enabled the management team to have a good oversight of the care delivered to people. This ensured homeowners had confidence that their care was being managed affectively and responded to appropriately.

Management had completed a self-evaluation on the service they provided to homeowners, based upon our inspection framework. This then populated into a meaningful improvement and development plan. Although written well, we did feel it would benefit from being further enhanced with more detailed timescales and information on how their self-evaluation could be measured in practice. We discussed some approaches with management to achieving this, including involving homeowners and staff.

Homeowners had good opportunities to have input into the development and improvement of the service

they received, through regular homeowner and care review meetings. We sampled some of the records from these meetings held which informed us that people enjoyed living at Lyle Court and had meaningful opportunities to give their views.

Through our discussions with homeowners and support staff, there was a consensus that they would welcome a more settled management presence within the service. Due to a variety of reasons, there had been several changes in the registered manager, with different lengths of periods in post. Although there was an absence of a registered manager at the time of our inspection, we liaised with the duty managers and area manager whilst recruitment was ongoing.

How good is our staff team?

4 - Good

We evaluated this key question as good. While strengths had a significant positive impact, improvements are needed to ensure that people consistently have experiences and outcomes which are as positive as possible.

Regular supervision was used constructively and supported staff's personal and professional development. There were clear records of learning being undertaken and planned, which inform learning for each member of staff. Staff were aware of their responsibilities for continuous professional development to meet any registration requirements. The management monitored the frequency of supervision meetings to ensure they were consistent for all staff.

Staff felt supported in their role and found the management to be approachable. Morale was described as generally good. However as detailed in Key Question 2 of this report, would welcome a more settled management presence.

Training records sampled showed that staff had completed a variety of e-learning appropriate to their work. Although the majority of homeowners care and support needs were relatively low, e-learning does have limitations on the learning outcomes and the management team should look at ways to further enhance staff knowledge and skill to continue to meet their learning outcomes and reflected best practice.

How well is our care and support planned?

4 - Good

We evaluated this key question as good. While strengths had a significant positive impact, improvements are needed to ensure that people consistently have experiences and outcomes which are as positive as possible.

Homeowner's personal plans generally gave staff clear direction about how to deliver each person's care and support. The sample of care documentation viewed provided a good overview of the person's life history, what was important to them, their choices, wishes and preferences. This ensures the care and support delivered to people were person centred and meaningful to them.

Regular six-monthly reviews were held and provided an overview of care being delivered and captured the discussion held and actions agreed.

From the sample of care plans we looked at, we did identify that although written well, some would benefit from having more information included to guide and inform staff. We provided the management with some examples which were relevant, including if someone has anxiety and information around what causes this, and the approaches staff could take to support the person.

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?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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