

Lochaber Care at Home Service Support Service

Lochaber Health Centre,
FORT WILLIAM
PH33 7AQ

Telephone: 01397709826

Type of inspection:
Unannounced

Completed on:
22 October 2024

Service provided by:
NHS Highland

Service provider number:
SP2012011802

Service no:
CS2023000229

About the service

Lochaber care at home provides a service to people with support needs in their home and the community. It is provided by NHS Highland and two teams cover the Fort William and wider Lochaber area.

About the inspection

This was a follow up inspection which took place between 21 and 22 October 2024. The inspection was carried out by two inspectors 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:

- reviewed documents relating to the requirement and areas of improvements; and
- spoke to staff in respect to the requirements and areas of improvement we made.

Key messages

The provider had made good progress following the last inspection, however there were still gaps in six monthly reviews.

New systems had been established which linked well to service improvements.

Staff continued to deliver a good quality service, even with the ongoing challenges of staff shortages.

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 is our care and support planned?	3 - Adequate
---	--------------

Further details on the particular areas inspected are provided at the end of this report.

How well is our care and support planned?

3 - Adequate

Please see the section "what the service has done to meet the requirements following the last inspection."

Requirements

1. By 25 November 2024 the provider must ensure that people have accurate, up-to-date and comprehensive care plans that reflect their needs. In particular, the service will ensure the following:

a) every person will have a person-centred review at a minimum of a six monthly period that evaluates how support is meeting their needs as identified in their care plan.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 5(2)(b)(iii) - Personal plans.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am fully involved in developing and reviewing my personal plan, which is always available to me.' (HSCS 2.17).

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 14 October 2024 the provider must ensure that people have accurate, up-to-date and comprehensive care plans that reflect their needs. In particular, the service will ensure the following:

a) every person will have a person-centred review at a minimum of a six monthly period that evaluates how support is meeting their needs as identified in their care plan; and

b) following the review, people's care plans should be updated to reflect any changes to care and support needs.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 5(2)(b)(iii) - Personal plans.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am fully involved in developing and reviewing my personal plan, which is always available to me.' (HSCS 2.17).

This requirement was made on 5 July 2024.

Action taken on previous requirement

There was clear evidence that individuals' care plans were being updated following a review, thus part "b" of the requirement has been met. Although good progress had been made with six monthly reviews, there were still a number of reviews outstanding. We are going to extend part "a" of the requirement by five weeks. The provider is confident all reviews will be completed by then. See requirement 1 under key question 5.1

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To promote person centred care and support, the provider should prioritise areas identified in their improvement plan that will have a positive impact on outcomes for individuals.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11); and

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

This area for improvement was made on 5 July 2024.

Action taken since then

The area of improvement has not been met. The provider recognised that more formal work needed to be undertaken in respect to their improvement plan.

Previous area for improvement 2

So as people are confident they will be listened to and action taken when they raise a complaint or concern, the provider should:

- a) have a formal system that tracks the progress and outcomes of complaints and concerns; and
- b) ensure information relating to complaints/concerns should be recorded and stored in the correct

electronic 'drive' so that the right staff have the right information to effectively progress complaints/concerns.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11); and

'I use a service and organisation that are well led and managed.' (HSCS 4.23).

This area for improvement was made on 5 July 2024.

Action taken since then

The area of improvement has been met. There were robust systems in place to ensure complaints/concerns were dealt with effectively and in line with the provider's policies and procedures.

Previous area for improvement 3

The provider should improve their practice of informing the Care Inspectorate of any notifiable events as detailed in 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11); and

'I use a service and organisation that are well led and managed.' (HSCS 4.23).

This area for improvement was made on 5 July 2024.

Action taken since then

The area of improvement has been met. Following the last inspection we were receiving appropriate notifications.

Previous area for improvement 4

So as staff are providing safe care in line with good practice guidance, there should be a formal system in place to identify gaps in training. Staff should be given time and support to undertake expected training in a timely manner.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14).

This area for improvement was made on 5 July 2024.

Action taken since then

The area of improvement has not been met, we will consider it further at the next inspection.

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 is our care and support planned?	3 - Adequate
5.1 Assessment and personal planning reflects people's outcomes and wishes	3 - Adequate

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.