

Lifeways Community Care (Inverness) Limited Housing Support Service

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Type of inspection:
Unannounced

Completed on:
23 October 2024

Service provided by:
Lifeways Community Care Ltd

Service provider number:
SP2004006707

Service no:
CS2009235245

About the service

The Lifeways Community Care (Inverness) service provides support to people living in Inverness and surrounding areas. This can include people with learning disabilities, physical disabilities, and people with mental health concerns. At the time of inspection the service was supporting 35 people.

The services provides flexible care and support for people. It can range from a few hours per week to 24 hour per day to suit people's needs and wishes.

About the inspection

This was an unannounced inspection, which took place between 15 and 22 October 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 ten people using the service and four family members
- Spoke with 12 staff and management
- Received questionnaires on the service that people, staff and external professionals had completed
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

Key messages

- People felt very well supported at this service
- People trusted their staff and the management team
- The focus was on people, their wellbeing and wishes
- Staff members reported being part of very good teams
- Staff were well trained, supported and motivated
- Management and staff were very keen for people to be comfortable and happy
- Family members said communication with staff and management was good
- Management were in touch with what was going on for people supported

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

There were many strengths in the care and support provided by this service. People were clearly happy with their service and the support helped them to achieve many positive outcomes.

We evaluated the service as very good for this key question.

This service helped people to get on with their lives. People's individuality, preferences, interests and wishes were recognised and very well supported by staff. There were examples of people pursuing their ambitions, overcoming challenges and achieving goals they had set for themselves. People's independence was promoted and their rights recognised. People were valued and respected.

People were listened to. Staff understood the importance of getting to know the person they supported, and building good relationships and trust. Communication and understanding was key to this. People liked their staff team, and were comfortable and relaxed in their own homes.

Many people could have complex needs. This was accepted and the focus was on what would make life easier for them and less stressful or difficult. The service approach to support in this area was insightful and considerate. People got responsive and timely care and support.

We asked people about the service and they told us:

- 'Loads of things I like about Lifeways.'
- 'Easy to come into the office and talk.'
- 'Vey happy with the service.'

People had detailed care and support plans. There were regular review meetings for a person's care and support to ensure it was meeting their needs and wishes. People's opinions and wishes always informed their review. They attended if it suited them, and family members or other appropriate individuals also attended, along with senior and support staff. Reviews allowed for a range of information and views to be heard. People's interests were central to review meetings. People were helped to keep safe, well and happy.

The service had regular checks in place for people's care and support. These were carried out by support staff, seniors and management staff. Checks included, for example, that people's medication was correctly supported and recorded, monies were properly accounted for and any relevant safety checks for a person's home were undertaken. People can be reassured by these checks. People's health and wellbeing were well supported by these measures.

Communication at the service was very good. If any concerns for a person arose, a deterioration in health or some safety matter, for instance, then staff would make sure that colleagues, seniors and management would be informed. This helped keep people well and safe. Similarly, when other agencies such as GPs and nurses should be contacted this was always done in a timely manner. Working closely with other agencies was part of this service's approach. Suitable guidance and advice as needed was sought when required. People's health and wellbeing benefitted as a result of good communication and working together practice.

Whilst most aspects of the service were very good, there were still some areas of service provision that could be focussed on and improved. The service made people feel welcome to come into the service any time and there were some ways the service got people's views and wishes. However, we thought the service could come up with more ways to get people involved in having their say on how the service could develop, what worked well and what could be changed. We discussed some ideas with service. Having more of people's input into a service helps a service ensure it's developing and that it's meeting people's wishes and needs.

Some feedback from people was that they were not always informed of the occasional staff or 'rota' changes in a timely way. This was not ideal for people and the service should ensure that they come up with a way to minimise this. Other comments we shared were around continuing household repair matters, suitability of a person's wi-fi, etc. and we passed this on to see if there was anything else the service could do to support people in raising and addressing them.

How good is our staff team?

5 - Very Good

The staff team were very good at this service. This meant the service had major strengths with only some areas that could be improved. There were many favourable reports on staff from people supported.

People were happy with their staff members. They were relaxed with the staff who supported them, knew them well and had very good relationships with them. Some comments from people and family members about staff were:

- '...very friendly, very caring and nothings a problem.'
- 'Friendly bunch and make me laugh.'

Staff were motivated and knowledgeable in supporting people. Staff members said they received encouragement and support from management to achieve a high standard of support for people. They found their management team to be approachable and easy to talk to. Opportunities to have an informal chat with a senior or manager were always available. And more formal supervision meetings took place to assist staff members reflect on people's support needs and wishes. This all helped to make sure that people got support that was right for them.

Generally, all training staff required was up to date and staff said it was always relevant and helpful for when they were supporting people. When people had a very specific health, communication or wellbeing need then staff got the right input and guidance to know how best to support that person. This assisted people to keep well and safe.

Each person had a small staff team to support them. For people who had more hours of support, their staff team had regular meetings to go over how the support was going. This was very good as it led to people's support arrangements being adjusted when needed. Staff were able to add their insight and suggest ideas to try out. The meetings helped staff to give consistent support that best suited a person.

People can be assured that staff were recruited safely and that all the necessary checks were undertaken. Staff's suitability for supporting them was carefully considered. Overall, people had steady staff teams that were well matched to them. Staff developed an understanding of what was important to a person, their personality and interests. Having the right support team meant people could build positive relationships with staff and focus on the matters in their life that were important or enjoyable for them.

At this service, the staff teams and the office and management team, were all viewed as supportive and helpful by people. People felt valued and appreciated. Staff also communicated very well with people's family members. The whole service's positive approach was very good for people's wellbeing.

There were a couple of areas we thought could still be developed. Some further focus on making sure staff are being as consistent as possible when supporting individuals and aiding them to achieve their goals as we received a couple of queries on this from different perspectives e.g. family members and external professionals. We discussed this with management. In addition, exploring some other ways of getting staff's full contribution to service development could prove beneficial.

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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