

Home Instead West Lothian Support Service

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Unannounced

Completed on:
18 November 2024

Service provided by:
Stevenson Care Ltd

Service provider number:
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Service no:
CS2021000011

About the service

Home Instead West Lothian is a support service providing care at home to people living in their own homes. The service registered with the Care Inspectorate in April 2021 and is a franchise of the Home Instead group.

The service is provided by a team of care staff who Home Instead call care professionals. Care professionals provide care to people living across West Lothian. Services include companionship, support with personal care, medication administration, meal preparation, domestic support, and getting out in the community.

At the time of the inspection, there were 47 people receiving a service.

About the inspection

This was an unannounced inspection which took place on 13, 14, and 15 November 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, and received feedback from, 11 people using the service
- received feedback from eight relatives
- shadowed care staff visiting people in their homes
- spoke with, and received feedback from, 35 staff and management
- reviewed documents
- received feedback from other community organisations.

Key messages

- People, and their family members, were very happy with the service.
- Care professionals were motivated and enjoyed offering care to people.
- People were proactively supported to maintain their health and wellbeing.
- Care professionals had time to provide care and support with compassion and engage in meaningful conversations and interactions with people.
- People were fully involved in planning and reviewing their care and support.

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?	5 - Very Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	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 were confident in the care and support provided. Care was provided by small and consistent teams which meant that there were positive and knowledgeable relationships between care professionals and people receiving care. The management team were checking that people were happy with their care professionals and were responding to feedback, making changes where this was requested. We observed strong connections between care professionals and people. We heard from people receiving a service and their relatives:

- "My carers make my week. They are pleasant, kind, and very helpful."
- "I feel safe with my carers, they know me well. I am happy having them in my home. They know that I like to do things for myself and respect this."
- "All the care professionals who visit are lovely and [my relative] has such a good relationship with each of them. We are so happy with our choice of care provider. We really trust them."
- "It is a relief to know [my relative] has help and they are really great. It is a weight off my mind. They really are 10 out of 10."

Care professionals were knowledgeable about people's needs and preferences. They took time to encourage people to make decisions and involve them in their care. People were supported to be as independent as possible with personal care, mealtimes, medication administration, and domestic tasks. This was helping them to stay active and healthy.

People had opportunities for social interaction. Care professionals were encouraging and supporting meaningful activities, both at home and out in the local community. Activities were shaped around the person, taking account their interests and physical health. This included physical activity, leisure pursuits, conversation, and making connections with others. Staff understood the importance of being occupied and the positive benefits for people's health and wellbeing.

The service had made links with other community organisations to promote the wellbeing of older people across West Lothian. Home Instead West Lothian was compiling a quarterly 'What's On Where' guide for the people using the service and the wider community of West Lothian and contributing to community initiatives. We heard that:

- The guide "has been invaluable in connecting older individuals with local activities and services, supporting their overall wellbeing".
- The work of the owner of Home Instead and the team has "led to a positive outcome for older people in West Lothian".

Medication systems were good. Care professionals were trained and observations of medication practices were being carried out. Audits of medication administration were also carried out regularly. Where the management team had noted areas for improvement, these were acknowledged and managed well. This

was enabling the team to learn and develop. During the inspection, we asked the management team to check the medication support for one person to ensure that care professionals were offering support in the right way. We were confident that they would prioritise and address this.

Care professionals were confident providing care. There was good training with a thorough induction which included practical training, eLearning, and shadowing of experienced care professionals. Additional training was also being planned to help care professionals understand and support people with particular healthcare needs. Although some staff felt there was a focus on eLearning, practical training, care professional forums, and specialist training were being provided in person. We found that some care professionals were overdue refresher training in moving and handling which the management team agreed to immediately address.

Care professionals were responsive to changing needs and providing additional support, when this was required. There was good communication with the office to ensure that people were getting the right care and support. We observed good practice by care professionals which was provided in line with best practice guidelines. The service was working to ensure good health outcomes for people.

How good is our leadership?

5 - Very Good

We found significant strengths in the leadership of the service and how this supported positive outcomes for people. Therefore, we evaluated this key question as very good.

Care professionals were well supported. The management team was carrying out, and recording, regular supervision. This included one-to-one meetings, appraisals, and practice observations. Additional care professional forums were providing opportunities for learning and development. Care professionals spoke positively of the supervision process and forums and were encouraged to seek support with any concerns or issues. One care professional told us, "I feel very well supported in carrying out my role. I am encouraged to call for advice and request support at any time. There is always someone on call to help". This approach was promoting good practice and ensuring that care professionals were confident and competent.

There were a range of measures in place to assess quality across the service. This included audits of service provision, staff competency observations, self evaluation, and feedback from people using the service and their relatives. Quality assurance findings were being used to identify areas for development which were incorporated into the service improvement plan. This was ensuring people experienced safe and high quality care.

There were good systems of recording accidents and incidents. Where events had occurred, these were acknowledged and managed well. There were a small number of incidents that should have been reported to the Care Inspectorate that had not. We concluded that this was an oversight due to the previous manager leaving and subsequent changes in the management of the service. This was acknowledged and we were confident the management team would address this.

At the last inspection, we encouraged the service to develop their service improvement plan. We observed good progress. The plan was detailed and developed using Care Inspectorate self evaluation guidance. It was compiled using information from across the service, such as management overview, quality assurance, feedback, and events. This was enabling the management team to have a better oversight of the service and how they were developing.

How good is our staff team?

5 - Very Good

We found significant strengths in the staffing arrangements and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

Staffing arrangements were organised and planned well. Visit times were agreed with people to ensure their needs and wishes were being met. There was sufficient time to provide good care and support. We observed care professionals taking time to encourage people to participate in their care, have good conversations, and provide social support. Travel time was incorporated between visits to ensure that care professionals were not rushing. The service had the right number of staff to support positive outcomes for people.

Care was taken to ensure a good match between care professionals and people receiving a service. Matching was prioritised and took account of each person's preferences and interests. When new care professionals were being introduced, they had time to shadow experienced staff to ensure they were a good match. We heard:

- "I am very happy with the carers, each new carer is introduced and they visit with another carer to get to know me."
- "I am very satisfied with the service, nothing is too much trouble. They were excellent at the initial set up and have assessed and matched me with a great carer/support. [Named care professional] is an excellent support and is so helpful and supportive."

Staff worked well together. We received feedback from staff who described a culture of support. This extended across the whole team from care professionals to office staff and managers. One care professional told us, "everyone [care professionals and office staff] are very supportive, the focus is on getting it right for the people we care for". Care professionals were keeping in touch to share updates on how to provide care and any changes or issues, such as health concerns. There was good communication across the team and there was a focus on providing good care and support to people.

The team were motivated and enjoyed their role. Care professionals enjoyed spending time and developing good relationships with the people they were caring for. We heard:

- "It is so rewarding and when [the people I care for] smile, my heart melts."
- "I wish I had moved to be a care professional years ago."
- "I love my job, it is not like going to work."

How well is our care and support planned?

5 - Very Good

We found significant strengths in aspects of the care planning and these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

Care plans were personalised and comprehensive. These reflected people's personalities, what was important to them, and how care professionals should provide care and support. Plans contained outcomes that people wanted to achieve.

Risk assessments were in place and provided guidance for care professionals on managing and minimising risks. This meant that staff had good information to provide tailored care and promote positive outcomes for people.

Reviews of care was organised and on track. People, and their relatives or representatives, were involved in sharing information to inform the plan and taking part in regular reviews to ensure they were current and accurate. This meant that staff had the right information to support people.

At the last inspection, we made an area for improvement around ensuring personal plans were up-to-date and that risk assessment contained sufficient information to guide care professionals in minimising risks. We saw that the management team had a better overview and care reviews were scheduled to take place. We assessed that the area for improvement had been met.

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

The provider should ensure that care professionals are supporting people with up-to-date personal plans.

To do this, the provider should:

- a) implement systems to ensure that personal plans and electronic systems are accurate by updating plans following reviews and when changes in people's outcomes and support needs have been identified; and
- b) include a detailed risk assessment for key areas of risk with detailed guidance on how the team can minimise risk to the person.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

This area for improvement was made on 12 May 2023.

Action taken since then

We have reflected on progress within 'How well is our care and support planned?' in this report.

This area for improvement has been met.

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?	5 - Very Good
2.2 Quality assurance and improvement is led well	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
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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