

# Airdrie Home Support Service Housing Support Service

Airdrie Social Work Locality  
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Airdrie  
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Telephone: 0300 555 0408

**Type of inspection:**  
Unannounced

**Completed on:**  
13 November 2024

**Service provided by:**  
North Lanarkshire Council

**Service provider number:**  
SP2003000237

**Service no:**  
CS2004071307

## About the service

Airdrie Home Support Service provides support to people living in their own homes in Airdrie and surrounding areas.

The service has three components. The reablement part provides support to help people regain their independence after time spent in hospital. The intensive part provides support mainly to people at the end of life. The largest part, mainstream, provides support to people on a long-term basis.

## About the inspection

This was an unannounced inspection which took place on 13 November 2024. The inspection was carried out by two inspectors from the Care Inspectorate.

This was a focussed inspection to evaluate the service's progress on meeting requirements we made at previous inspections. We looked at two requirements. These were on missed visits and reviews of the care and support provided to people.

We also reviewed progress on two areas for improvement made previously. These were focussed on people being notified of any significant changes to their care and people being supported to attend medical appointments.

To prepare for this inspection we reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service and intelligence since the last inspection.

In making our evaluations of the service we:

- spoke to local management and senior management of the service
- reviewed documents and systems.

## Key messages

The two requirements had been met:

- Missed visits had been reduced and actions taken to reduce these happening, where possible.
- Reviews of people's care and support were taking place no less than every six months.
- There were systems in place to ensure reviews were of an acceptable quality.

The two areas improvement had been met:

- People were informed of important changes to their expected visits.
- The service was able to support people to appointments.

## How well do we support people's wellbeing?

At previous inspections we were concerned that a small number of people's support visits were missed. This meant that essential assistance, that they were assessed as requiring to maintain their wellbeing, was not provided.

At this inspection, we were satisfied that the service had made satisfactory progress in this area and met our requirement. The likelihood of missed visits has been reduced by relevant staff carrying out repeated checks of arrangements and taking action where appropriate.

See 'What the service has done to meet any requirements made at or since the last inspection' at the end of this report for more information.

We were satisfied that the service was notifying people of any changes or disruption to their planned care, for instance care staff being held up. The area for improvement on this has been met.

The service was able to provide us with examples of supporting people to attend appointments, including medical appointments. The area for improvement on this has been met.

See 'What the service has done to meet any areas for improvement we made at or since the last inspection' at the end of this report for further information.

## How well is our care and support planned?

People receiving support from care services in Scotland must have their support needs reviewed at least every six months. This helps ensure that any relevant changes are taken into account and the service provided is adapted to provide positive outcomes for people.

At previous inspections, we were not satisfied that reviews were being carried out for all people supported by Airdrie Home Support Service. At this inspection the service was able to provide us with evidence to

reassure us that care reviews were planned in advance and took place. People and their families were encouraged to take active parts in the discussions. Management had systems in place to ensure the reviews were meaningful to the people concerned and any actions required, including changes, were carried out.

See 'What the service has done to meet any requirements made at or since the last inspection' at the end of this report for more information.

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

### Requirements

#### Requirement 1

By 8 April 2024, the provider must ensure the support provided to people promotes and their health and wellbeing. To achieve this the provider must:

Take action reduce the number of missed visits. This should include:

- a) Introduce systems that further develop existing ones to reduce the likelihood of missed visits.
- b) Further develop existing contingencies to respond quickly to actual missed visits to ensure people receive the care and support they require.

This is to comply with Regulation 4(1)(a) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'My care and support is consistent and stable because people work together well.' (HSCS 3.19).

**Deadline extended till 11 November 2024.**

**This requirement was made on 28 September 2023.**

#### Action taken on previous requirement

Service management had looked at why visits had been missed previously and introduced daily checks and reminders to reduce the risk of these. The small number of missed visits had reduced further. The daily check provided alerts to management which were acted on to reduce delays in people receiving planned care.

**Met - outwith timescales**

## Requirement 2

By 8 April 2024, to ensure people receive appropriate supports to maintain and enhance their well-being and achieve their outcomes, the provider must:

- a) Have system in place to ensure reviews of people's care and support take place not less than six-monthly.
- b) Ensure that care plans are reviewed more regularly when a person's needs change.
- c) Audit the quality of reviews to ensure consistency and quality.

This is in order to comply with Regulation 5(1) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure care and support is consistent with Health and Social Care Standard (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).

**Deadline extended till 11 November 2024.**

**This requirement was made on 28 September 2023.**

### Action taken on previous requirement

Since our last inspection, the service had taken action to ensure no care reviews were overdue. Reviews were scheduled on a six-monthly basis for everyone receiving care and support. The service was able to respond to changing circumstances by reviewing people's care more frequently than six months, when required. Management had oversight of the review planning. Management also monitored the quality of reviews to ensure they were meaningful and helped people achieve positive outcomes.

**Met - outwith timescales**

## Requirement 3

By 8 April 2024, the provider must ensure the support provided to people promotes and their health and wellbeing. To achieve this the provider must:

- a) Ensure support visits are organised to provide sufficient time and staffing to provide the assessed support at each visit.
- b) Ensure support visits take place, as far as possible, at the times notified to people.
- c) Ensure sufficient time is allowed for all support needs to be met at each visit.
- d) Ensure schedules are accurate and received in advance of the start of the planned supports with details of times and named staff.

This is to comply with Regulation 4(1)(a) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'My care and support is consistent and stable because people work together well.' (HSCS 3.19).

**Deadline extended till 6 January 2025.**

**This requirement was made on 28 September 2023.**

### **Action taken on previous requirement**

Not assessed, deadline 6 January 2025.

### **Not assessed at this inspection**

## **Requirement 4**

By 8 April 2024, the provider must ensure service users experience care and support which is consistent, safe, and meets their needs. To do this the provider must, at a minimum, ensure that service users' personal plans:

- a) are current, accurate, reflect good practice in being person-centred and outcome focussed.
- b) have sufficient detail in them to ensure people's individualised support needs and outcomes are met.
- c) are subject to regular evaluation and audit to monitor quality and effectiveness.

In addition, the provider must,

- a) ensure each person supported is provided with a copy of their care plan
- b) ensure all care plans are available on request for the Care Inspectorate

This is to comply with Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 5 - a requirement for a plan of care.

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

**Deadline extended till 6 January 2025.**

**This requirement was made on 28 September 2023.**

### **Action taken on previous requirement**

Not assessed, deadline 6 January 2025.

### **Not assessed at this inspection**

## 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 support positive outcomes for people experiencing care and support, the provider should inform people of significant changes.

This should include, but is not limited to, changes made to their staff team and visiting times, including when changes occur at short notice if possible.

This is to ensure care and support is consistent with Health and Social Care Standard 4.16: I am supported and cared for by people I know so that I experience consistency and continuity.

**This area for improvement has been met.**

**This area for improvement was made on 23 May 2024.**

#### Action taken since then

Evidence was made available to us to show contact had been made with people and or families when supports might be delayed, due to unplanned emergencies, or changed because of staff absences.

#### Previous area for improvement 2

To support people's health and wellbeing, the provider should ensure that requests for specified times to meet medical appointments are kept.

This should include, but is not limited to, agreeing how they will support people when reasonable notice has been given.

This is to ensure care and support is consistent with Health and Social Care Standard 1.19: My care and support meets my needs and is right for me.

**This area for improvement has been met.**

**This area for improvement was made on 23 May 2024.**

#### Action taken since then

Examples provided of specific times when people were supported to attend medical appointments.

### Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

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