

Enhance Living Support Services Support Service

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Type of inspection:
Unannounced

Completed on:
12 November 2024

Service provided by:
Enhance Living Support Services Ltd

Service provider number:
SP2015012516

Service no:
CS2015338260

About the service

Enhance Living Support Services provides care and support to people living in North and South Lanarkshire Council areas. It operates from offices in Coatbridge.

The type of support provided varies according to the needs of the individual. As well as helping people with personal care, practical household task and socialising, the service supports some people with complex health and social care needs. In some cases, this includes 24-hour care. They work closely with health and social care services to achieve positive outcomes for people.

At the time of this inspection, the service supported 47 people.

The provider is Enhance Living Support Services Ltd.

About the inspection

This was an unannounced inspection which took place on 6, 7, 8 and 12 November 2024. The inspection was carried out by an inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the 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:

- visited four people using the service
- spoke with six of their family members
- spoke with nine staff and management
- communicated, by phone and email with five health and social care professionals
- reviewed documents.

Key messages

- People supported and their families hold the service in very high regard
- Staff are appropriately trained, well supported and enjoy their work
- Recruitment follows good, safe practice
- Induction for new staff is comprehensive
- Social care and health care professionals value the contribution the service makes to people's outcomes
- Two requirements, made at our previous, inspection have been fully met
- Some policies and procedures need revised and updated.

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?	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's support plans provided information on them as individuals, their assessed needs and how best to support them.

People and families told us that that staff were respectful, patient and approached their work with good humour. They said they were confident staff were competent in supporting them with the range of assistance they required including personal care and support with medications. People told us staff asked them how they wanted to be supported on a regular basis and respected their wishes.

The service dealt with a range of people some of whom had very complex care needs and required 24-hour support. We spoke to people supported by the service, some family members and looked at care records. We were satisfied that, whatever level of service required, people were provided with the care they expected to receive. People told us that, generally, they had regular staff visiting them at consistent times.

We saw examples of staff supporting people who were not able to verbally express their views and wishes. Staff in these situations had built up an understanding of the meaning of people's gestures and sounds to the extent that we were satisfied people's wishes and preferences were taken into account, wherever possible.

Health and social care professionals told us the service played was an important partner in helping achieve good outcomes for people, particularly those with complex needs. They said communication had improved in recent times and they were confident that any guidance they gave would be followed.

How good is our leadership?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service had introduced a system of spot checks to monitor the quality of care provided to provide reassurance that staff were providing care that people supported should expect. This included how staff spoke with people as well as monitoring that care was provided in a safe manner and followed good practice. Staff were provided with feedback on their performance, with any developmental needs, like further training being discussed. Equally important, these checks allowed management to confirm to staff that they were carrying out their role well.

People supported by the service were regularly invited to give their views on how well their care was provided. As well as asking about how reliable the service was in terms of regular staff and timings, people were also asked what they felt worked well for them.

The service used accident and incident reporting to look to see how adverse occurrences could be reduced or eliminated completely. Separately, records of people having falls were kept with a view to establishing if there any were avoidable ones to help reduce the overall number and the distress caused to people by falls.

Some of the policies and procedures used by the service were more suited to other care settings like care homes. We have been assured by the provider that these will be reviewed and updated to reflect the type of organisation Enhance Living Support Services is. We will monitor this at future inspections.

How good is our staff team?

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.

The staff we interviewed told they enjoyed working in the service. Some had come from other care services and said Enhance Living Support Services was a good place to work, with excellent training and management support.

We looked at how staff were recruited and were satisfied that the processes followed were lawful and followed good practice. Employment histories were compared with details of referees provided by applicants to ensure references were legitimate. Identities and applicant's right to work were properly checked.

New staff undertook a robust induction programme which included working alongside experienced members of staff, as well as training and regular contact with management.

The training for frontline care staff was appropriate to the work they were expected to do. Moving people safely, providing personal care and supporting people with medications were included. Refresher training took place when required to ensure staff were kept up to date. Spot checks, mentioned previously in this report, allowed managers to confirm training was put into practice.

Supervision and regular team meetings helped ensure staff were able to share concerns or developmental needs. They also allowed managers to confirm staff were fully up to date with any essential information about the people they supported.

Staff were confident in the work they did. They told us that the care and support provided to people made a positive difference to their lives and outcomes. They were confident in explaining to us their role in helping protect vulnerable people from potential abuse or harm.

How well is our care and support planned?

5 - Very Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

At a previous inspection we were concerned that people did not always have access to or copies of their care plans, sometimes called personal support plans. We made a requirement on this, obligating the service to supply these to people. We required the plans should be accurate, up to date and give information on the person's preferences, how they should be supported and how they could complain if dissatisfied.

We also made a requirement on reviews of care and support. People using care services should have their support reviewed no less than every six months. At our previous inspection, it was clear that this did not happen for everyone. We required the service to arrange six monthly reviews, to assist people to actively participate in these to identify what works well and what should change.

From our discussions with people and their families, as well as from records we reviewed, we are satisfied that these two requirements have been met. People had copies of their care plans. They and their family members described their involvement in reviews of their care. They said they felt listened to and the service took account of any changes they asked for.

For more information on requirements, please see 'What the service has done to meet any requirements made at or since the last inspection' towards the end of this report.

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

Requirements

Requirement 1

By 25 October 2024, the provider must ensure that the people supported by the service are provided with copies of their individual support plans.

The support plans must:

- be up to date;
- provide sufficient detail on how care and support will be provided;
- reflect the preferences of the individual;
- detail how people may contact service during and outside normal office hours;
- provide information on how concerns or complaints may be raised.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, Scottish Statutory Instruments 2011 No 210: regulation 4(1)(a) - requirement for the health and welfare of service users. And regulation 5(1) – requirement for personal plans.

This requirement was made on 14 March 2023.

Action taken on previous requirement

All people visited had up to date support plan. Relatives spoken with confirmed family members had plans in home. Following previous inspection, service ensured people supported were provided with plan. These are updated at times of reviews and people provided with new, updated plans.

Met - outwith timescales

Requirement 2

By 25 October 2024, the provider must ensure that care plans are reviewed on a six-monthly basis, as a minimum, in line with current legislation.

To do this, the provider must, at a minimum, ensure:

- a) people are supported to understand and be included with their care review;
- b) collaborate with people and others involved with their care to gather their views on what is working well with the care and support;
- c) ensure that any agreed actions are completed and reviewed regularly to ensure they remain effective.

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

This requirement was made on 14 March 2023.

Action taken on previous requirement

Care plans selected confirmed reviews happening at least on six-monthly basis. People spoken to on visits and family members confirmed reviews inclusive and feel listened to. Service has in place review planner with specific dates of when reviews due.

Met - outwith timescales

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?	5 - Very Good
3.1 Staff have been recruited well	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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