

Lochaber Care at Home Service Support Service

Lochaber Health Centre,
FORT WILLIAM
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Telephone: 01397709826

Type of inspection:
Unannounced

Completed on:
5 December 2024

Service provided by:
NHS Highland

Service provider number:
SP2012011802

Service no:
CS2023000229

About the service

Lochaber Care at Home Service 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 on 5 December 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:

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

Key messages

The provider had met the requirement and areas for improvements we made at the last inspection.

New systems had been established which linked well to service improvements and person centred care.

People were highly satisfied with the care and support they received.

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?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How well is our care and support planned?

4 - Good

We had made a requirement about six monthly reviews under this key question. The requirement has been met. We are confident there are now robust monitoring systems in place to ensure six monthly reviews take place. People's views were central to their review and it was apparent care and support was delivered in line with people's choices and wishes. People remained highly satisfied with the care and support they received.

Due to the significant progress made in regard to the requirement we have re-evaluated the key question to good. An evaluation of good means there are several important strengths, which taken together, clearly outweigh areas for improvement.

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

Requirements

Requirement 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).

This requirement was made on 5 July 2024.

Action taken on previous requirement

The requirement has been met and we will re-evaluate key question 5 to reflect the improvements made. See key question 5 for further information.

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 for improvement has been met. The provider has developed a robust improvement plan with priority areas. The main focus is on ensuring good quality person centred care is consistently delivered.

Previous area for improvement 2

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 for improvement has been met. There are a number of systems in place to ensure staff undertake expected training at the right time.

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?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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