

LTS Social Care Services Housing Support Service

30 Ashley Terrace
Edinburgh
EH11 1RE

Telephone: 0131 313 2003

Type of inspection:
Announced (short notice)

Completed on:
13 November 2024

Service provided by:
Lothian Trading Services Ltd

Service provider number:
SP2017012920

Service no:
CS2017360261

About the service

The service provides care at home to adults in Edinburgh with its office based at Shandon. The service was registered with the Care Inspectorate on 3 July 2018 and managed by Lothian Trading Services Ltd. At the time of the inspection the service offered care and support to 87 people.

About the inspection

This inspection took place on 7 and 8 November 2024 after 24 hours notice to the service. The inspection was conducted by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered.

We evaluated how well people's health and wellbeing was supported and their personal plans as well as the quality of staffing and management.

To inform our evaluation we:

- spoke with eight service users, eight relatives and received 48 care service questionnaires
- spoke with ten staff and three managers
- spoke with two professionals working with the service
- observed how well care staff supported people
- visited the office to see how it was run
- reviewed documents and electronic records.

Key messages

- People were satisfied with the quality of the care and support received.
- Staff interacted warmly and respectfully with people.
- Most people had regular care staff who were on time.
- Staff were well trained and supported.
- Managers were accessible and responsive to service users and staff.
- Personal plans were thorough and up to date.

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?	4 - Good
How well is our care and support planned?	4 - 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 evaluated the service as operating at a very good level for this key question. There were significant strengths with the care provided and how this supported positive outcomes for people.

People we spoke to were satisfied with the quality of the care and support received. The staff interactions were warm, kind and patient. People were supported to communicate in a way that was right for them, at their own pace, by people who knew them well. People did not feel rushed by staff when being supported. Care and support were carried out in a dignified way with personal preferences respected. Techniques used to assist people to mobilise and assist people to eat were undertaken in a safe and reassuring way.

We observed and people told us that staff used gloves and aprons appropriately. Staff cleaned and tidied up after themselves. These measures aided the continued protection of people and staff from harm. Medication administration was organised with regular audits by management and appropriate training for staff. This ensured that people experienced safe and effective medication.

People's comments included:

"They do a good job, I am very happy with them"

"They are very nice and we have a good laugh sometimes"

"I am very grateful for the care I have received which has enabled me to stay in my own home."

Relatives' comments included:

"Can't get any better and we now feel very lucky to have them and the services they provide for us"

"They are just like part of my family as far as I'm concerned"

"They are cheerful, polite and very helpful also very considerate."

How good is our leadership?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with the leadership and quality assurance.

People considered that managers were accessible and responsive to any issues they raised. Professionals involved with the service said "very well organised, very prompt with communication" and "I have no immediate concerns and managers are approachable."

Any incidents were reported thoroughly with actions on improvements where needed. The service sought feedback from people experiencing support and their relatives through satisfaction surveys.

The service had a detailed improvement plan which showed what improvements have been identified, actions and timescales. The quality audits for medication administration and personal plans need to be formalised to be able to record any actions and give quality feedback to staff. This ensures that there is a culture of continuous improvement for people experiencing support.

How good is our staff team?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with the staff training and support.

Staff recruitment processes were thorough. Training was of good quality with a high level of completion. Staff reported good informal support available from their managers. Regular face-to-face supervision sessions and regular management and staff meetings were held to assist with effective communication. There were regular quality checks by management regarding observing staff competence while working with people. This ensured people experienced good quality care and support based on relevant guidance and best practice.

The planning of the care visits was organised and missed or frequently late visits were not an issue. Most people experienced a consistent care team visiting them at home who knew people well. This ensures people benefit from a warm atmosphere because there are good working relationships.

How well is our care and support planned?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with personal planning.

Personal plans clearly detailed how people's health and wellbeing needs would be met. People's preferences for daily routines were noted in plans and staff adhered to them. Updates were recorded regularly and promptly as were any changes in actions needed. There was electronic access for service users and relatives to the daily care notes and real time information regarding visiting care staff. Six monthly reviews (as required by legislation) were taking place with people experiencing care and their relatives. This ensured that personal plans remain right for people as their needs change and that everyone had the opportunity for their views to be heard.

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
1.1 People experience compassion, dignity and respect	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?	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
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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Care Inspectorate
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Dundee
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