

# Home Instead North Lanarkshire & Glasgow East Support Service

The Muirfield Centre  
1a South Muirhead Road  
Cumbernauld  
GLASGOW  
G67 1AX

Telephone: 01236807800

**Type of inspection:**  
Unannounced

**Completed on:**  
20 January 2025

**Service provided by:**  
Lanarkshire Homecare Ltd

**Service provider number:**  
SP2023000146

**Service no:**  
CS2023000226

## About the service

Home Instead North Lanarkshire & Glasgow East registered with the Care Inspectorate in July 2023. It provides support to people living in their own homes in North Lanarkshire, eastern parts of Glasgow as well as some areas around Falkirk.

The kind of service it provides to individuals depends on the needs and preferences of the individual, sometimes in discussion with social work services. It provides personal care, home care and respite breaks for family carers. It also provides companionship, which includes helping keep people active and stimulated by getting out, visiting places of interest, socialising and keeping in touch with family and friends.

This was the first inspection of the service. At the time of our inspection, the service provided support to 29 people.

## About the inspection

This was an unannounced inspection which took place on 14,15 and 16 January with feedback to the provider on 20 January. The inspection was carried out by an inspector 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 since the service registered with the Care Inspectorate.

In making our evaluations of the service we:

- spoke with three people using the service and four family members
- spoke with five staff and management
- reviewed documents
- had contact with three health and social care professionals.

## Key messages

- People and families were very satisfied with Home Instead.
- Frontline staff were committed, well trained and felt well supported.
- Care planning was robust with people actively involved in designing care their care.
- Health and social care professionals appreciated the service's approach to joint working.
- Further work is required on developing the service's improvement plan.

## 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 and their families were very positive about Home Instead. They told us the service took time to get to know them and they knew the staff who supported them. They said the service was reliable, with staff coming at the expected times and providing the agreed levels of support. The service was also flexible. People gave us examples of having to change their routines, for example for medical appointments or family circumstances where Home Instead had been flexible and accommodated the changes.

People and their families told us staff were professional, used their sense of humour to great effect and were obviously committed to helping people get the best out of life. People receiving support with things like personal care and medications said staff were patient, competent and kind. This meant people were treated with respect and dignity and supported to be as healthy as possible. From the care plans we reviewed we saw staff were given clear advice about how best to support people. Care records confirmed that support was delivered as planned. If not, there were satisfactory explanations like the person being asleep or declining care sometimes. This meant people could be confident that their care needs would be met but they retained control over how and when they were delivered.

Some people also got companionship support. This might include visiting family, shopping, visiting cafes and places of interest or simply going for walks. For some people, this had not been possible until they were supported by Home Instead. At all times, where possible, the individual made the choice as what they would do. People told us they felt a sense of independence at these times.

Health and social care professionals were also complimentary when they described their experiences with the service. They said communication was good and the service was committed to joint working to the benefit of the individual.

## 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.

This is a new service with an even more recent management team. People, families and staff saw the management as providing positive leadership to the service. Management were described as responsive, approachable and having people's wellbeing at the centre of their work. They were supported by a senior management structure and quality assurance approach which well established in the Home Instead movement.

The service had robust systems in place to ensure staff were supported to provide quality care and support to people. This included training, supervision, team meetings, direct observations of practice. These are covered in more detail in the next section, 'How good is our staff team?' There were also good systems to be assured people continued to get the most appropriate support to help them achieve good outcomes. These are referred to in a later section, 'How well is our care and support planned?'

We were not assured all elements of service development and quality assurance were yet embedded in the service. The service's improvement plan was very comprehensive in the areas included, but with very few exceptions, did not identify the individual responsible for taking actions, the specific timescales or how progress would be measured. We have made an area of improvement on this, see area for improvement one.

The provider had in place an adult support and protection policy and staff were knowledgeable and confident on their role in protecting vulnerable adults. However, while the provider does have a child protection policy, it was clear that staff had not been briefed or trained in this area. We have accepted an assurance from Home Instead that, following this inspection, child protection will feature in staff education. We will look at this at future inspections.

## Areas for improvement

1. The provider should review its service development plan to ensure it includes, where appropriate, named individuals responsible for actions, clear timescales for achievement and periodic progress statements.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS 4.19)

## 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.

It was clear from our interviews with frontline staff that they enjoyed the work they did and were confident that they were making a positive difference to people's lives. They told us that they felt well supported by management who they described as accessible and supportive.

There was a very high compliance rate in staff training. This included moving people safely, protecting vulnerable people, supporting people with medications and infection control. Staff told us and this was confirmed when we looked at records that where service users have specific needs the service will provided customised training. One example given to us was additional training being required to support people who may have life-threatening seizures. This was raised by frontline staff as a concern and the service arranged the relevant training. We saw evidence of the impact of this in records clearly showing frontline staff using the new skills and knowledge to support people competently but also realising when emergency services were needed.

Direct observations of staff, where management staff attended people's homes to evaluate staff competencies in things like communication and safe support with medication happened on a regular basis. Staff told us that they found these exercises valuable and management used them to provide positive feedback on performance, as well as noting any areas for improvement.

Supervisions sessions for individual staff and team meetings were a feature of how the service supported staff. Supervisions were used to discuss how individual service users where doing, check how the staff member was doing in a challenging role and how they might be supported to develop through training or

other opportunities. For managers, it also provided opportunities to comment on how staff were doing and ensure essential information had been received and understood. Team meetings provided opportunities for collective discussions on areas of concern to them and management.

## How well is our care and support planned?

**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.

Before setting up arrangements to support people, Home Instead meet with the people and their families, where appropriate, to explain their services and discuss the individual's support needs and preferences. This is part of a 'matching' exercise, giving the people the power to decide if they want to be supported by Home Instead. This is a feature of care provision not common in most care services. It also allows the service to decide if it can fully meet the requirements of the individual. In all cases, so far, the service and individual have agreed to work together.

After supports begin to take place, management will visit to assess how things are going and if changes are required at an early stage.

Care plans, sometimes called support plans are an essential part of providing care. They give important information about the individual supported and how they can be best supported to achieve the best possible outcomes. Ideally, with the person's permission, they should include information on family background, work history, achievements and interests. They also provide care staff with guidance on how support should be delivered. We found the care plans at Home Instead provided good overviews of these areas.

Care plans must be reviewed every six months, or more often if circumstance change. Reviews allow for all parties - service user, family and service - to look at what is working and what could be improved.

People supported by Home Instead and family members told us they felt fully involved in developing care plans and reviews. In addition, they said they were confident about contacting management at any time with suggestions or requests for changes.

Frontline staff told us that they were, sometimes, introduced to people before they started to support them. They were also given time to read care plans and kept up to date with any changes to the care they provided to people.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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
3.3 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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Compass House  
11 Riverside Drive  
Dundee  
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