

Lifecare Outreach Care at Home Support Service

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Type of inspection:
Announced (short notice)

Completed on:
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Service provided by:
Lifecare (Edinburgh) Ltd

Service provider number:
SP2003002785

Service no:
CS2006118880

About the service

Lifecare Outreach is part of Lifecare (Edinburgh) Ltd care services and has been registered as a Care at Home service since 2006. The service provides care and support to people in their own homes and provides respite for carers and relatives. The service also supports people to participate in their social interests outwith their home.

About the inspection

This was a full inspection which took place on 18, 19 and 20 February 2025. The inspection was carried out by two inspectors 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:

- Spoke with 13 people using the service and 21 of their relatives.
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

Staff were warm and friendly.

The service adapted to the needs of the people using the service.

"The service really is like part of the family. I couldn't ask for anymore."

The service communicated well with other healthcare professionals and care providers

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 staff team?	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. We evaluated the performance of the service under this key question as very good.

Quality Indicator 1.3 People's health and wellbeing benefits from their care and support

During inspection, we observed staff treating people with respect and dignity. We saw the positive relationships that staff had built with people using the service. Staff were warm and friendly and supported people to carry out tasks with minimal support. This promoted people remaining independent whenever possible.

Staff asked people about their preferences for meals, clothing and activities. This allowed people to remain independent and promoted choice.

All tasks were carried out at the person's own pace. People that were getting meals during our observations were eating at a relaxed pace with encouragement but not being rushed. Staff were patient and respectful.

People were offered a range of activities such as walks in their local communities or activities within their own homes. Others that wanted to have company, but minimal interaction / activity were able to do so. This promoted meaningful engagement.

Care plans and risk assessments were personalised, easy to understand and well presented. A holistic approach was considered, and the service adapted to the needs of the people using the service. Most care plan reviews were up to date and those that were not, were only a few weeks out of date. Personal plans reflected people's interests, hobbies and preferences. Relatives we spoke to felt involved in the care planning process. This supported a person-centred approach to care planning.

The service communicated well with other healthcare professionals and care providers, escalated concerns when necessary and signposted to other services that could be beneficial. This highlighted that the service worked well with other organisations to promote wellbeing.

Conversations with staff demonstrated that they knew people well, they had built positive relationships with clients and their families and knew about their likes and dislikes. One person referred to their support worker as their "good friend" and a relative said "the service really is like part of the family. I couldn't ask for anymore."

How good is our staff team?

5 - Very Good

This key question has been evaluated as very good. We found significant strengths in relation to staffing, which supported positive outcomes for people.

Quality Indicator 3.3 Staffing arrangements are right and staff work well together

We found that the recruitment process was thorough, reducing the risk to people using the service. The induction and training process meant that staff were appropriately trained to provide safe care for people using the service.

We sampled seven members of staff on the SSSC register and found them all to be registered correctly. This promoted safety for people using the service.

Training records showed that all staff sampled had completed their mandatory training and were up to date with their online manual handling and medication training. The service agreed to prioritise bringing staff up to date with practical training sessions and update us on progress with this.

Rotas sampled showed that visits were timely and all people sampled received their full allocation of time. People we spoke to reported seeing the same member of staff regularly and records sampled offered the same information. This provided continuity for people and allowed people to build relationships with people supporting them.

Staff demonstrated caring natures when we spoke to them and spoke fondly about the people they support. Comments from staff include "I feel like part of their family. I've gone through this journey with them."

All staff we spoke to were positive about working for the service. Staff felt supported, said supervision gave them an opportunity to discuss work and personal matters and that they had this regularly. Supervision records showed that these sessions are person centred for staff and supported their learning and development needs. This promoted staff wellbeing.

Some comments from staff included "I've worked with a lot of care companies and can honestly say I love working for lifecare. We have a good office team from payroll to CEO who are really supportive". Another member of staff said "Wendy and Nicolle are great. Easy to talk to and really supportive".

When asked about the staff, one relative said "He is wonderful. I'd be lost without him."

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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