

Coast Care and Support Ltd Support Service

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Type of inspection:
Unannounced

Completed on:
14 February 2025

Service provided by:
Coast Care and Support Ltd

Service provider number:
SP2023000049

Service no:
CS2023000064

About the service

Coast Care and Support Limited was registered with the Care Inspectorate on 13 March 2023.

The service provides care at home and social support to people living in their own homes within the community.

At the time of the inspection, the service was regularly supporting approximately 97 people across the West Lothian area. The service operates from an office base in Livingston.

About the inspection

This was an unannounced inspection which took place on 12 and 13 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 12 people using the service and six of their relatives, and received feedback via our survey from 21 people and relatives
- spoke with 10 staff and management, and received feedback via our survey from 30 staff
- observed practice and daily life
- reviewed documents
- spoke with three professionals involved with people supported by the service.

Key messages

- Staff treated people with dignity and respect and they were relaxed and happy in each other's company.
- People's interests and preferences were valued and encouraged by staff and this helped people to achieve their individual outcomes and feel respected and listened to.
- There were proactive relationships with health professionals and staff made sure that people had access to the right support from the right professionals when they needed this.
- People were supported by a regular staff team and staff worked very well together.

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, therefore we evaluated this key question as very good.

People experienced support with kindness and compassion and there were friendly, encouraging, positive relationships between staff and people making use of the service. Staff treated people with dignity and respect and they were relaxed and happy in each other's company. This resulted in interactions and relationships which were really meaningful to people, and people told us how much of a difference this made to their day. One person told us, *"I am very happy with this service. Every one of the carers are so nice and we all get on so well."*

People and relatives were very happy with the care and support provided. They said the service was reliable and that if staff were running late, they called ahead to let them know.

People's interests and preferences were valued and encouraged by staff and this helped people to achieve their individual outcomes and feel respected and listened to. Staff knew people well and people had trust and confidence in the service, staff and management.

The strong values of staff were evident in their interactions with people. This benefitted people's wellbeing and enhanced their day-to-day lives. People described receiving care from a regular core team of staff. People expressed how much they valued this and the difference this made to their wellbeing. Relatives told us, *"All the staff who have come into our home for his care are so very helpful kind, pleasant and totally professional. I cannot praise them enough"* and *"They engage wonderfully well with my [relative] who has dementia and find ways to support her that are fun and make receiving care easier for her. They sing along with her songs and more often than not laughter abounds."*

People had opportunities for social interaction within their communities, including social events arranged by the service. The commitment of the service to ensuring equality for all resulted in them purchasing an accessible vehicle which they used for these events and to support people to attend appointments. For those who were unable to attend their Christmas party, an afternoon tea was delivered to them. This meant people felt valued and included.

Care plans held good quality information about people's life story and their care needs and wishes, and were in the process of being further developed to ensure people's preferences and wishes were clear to any staff who did not know them well, and that medication support was clearly documented. There were appropriate assessments and risk assessments in place.

People's health and wellbeing was important to staff and there was gentle encouragement to eat and drink well, with an emphasis on choice in all support provided.

There were proactive relationships with health professionals, and staff made sure that people had access to the right support from the right professionals when they needed this. Professionals involved with people receiving support from the service told us, *"Coast Care go above and beyond to meet the service user's needs"* and *"The carers support people's health and wellbeing, making sure medications are up to date and will contact the GP if not. They also contact the District Nurse when required"*.

How good is our staff team?**5 - Very Good**

We found significant strengths in aspects of staffing, and how well staff work together, and how this supported positive outcomes for people, therefore we evaluated this key question as very good.

Recruitment was carried out in line with Safer Recruitment guidance and there was comprehensive induction and training for staff. Staff were enthusiastic about providing the very best care and support to people and this was recognised and appreciated by people and their relatives. This meant that people could have trust and confidence in the skills of the staff who supported them.

People were supported by a regular staff team and most were kept informed about who would be visiting them next.

Staff worked very well together and we heard examples of how this benefitted people in terms of their health and wellbeing, and in times of adverse weather, where staff would work together across villages, attending the people closest to them to help each other and to make sure everyone received the support they need.

The commitment of staff in their involvement in fundraising efforts and social events which included people and their families, showed their overall commitment to people's wellbeing and their inclusion within their communities.

Staff themselves felt very well supported, and told us, *"Coast Care is an excellent company to work for. They provide excellent support to their service users and their carers to ensure that all needs are met where possible, and with professionalism"* and *"You can speak to any manager or supervisor at any time with any concerns, and they will gladly listen to what you have to say"*.

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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