

Sense Scotland Supported Living: Lanarkshire West Lothian and Surrounding Areas Housing Support Service

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Unannounced

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Service provided by:
Sense Scotland

Service provider number:
SP2003000181

Service no:
CS2004061989

About the service

Sense Scotland Supported Living: Lanarkshire West Lothian and Surrounding Areas provides care and support to people with complex communication challenges and sensory impairments, including sight and hearing loss, usually with other health conditions.

At the time of our inspection, the service provided intense support to five adults in the Coatbridge and Airdrie areas. This was provided over 24-hours to people living in their own or in very small-scale shared accommodation.

The service aims to promote people's abilities and skills as well as meeting their personal and health requirements. This includes maintaining households, cooking and cleaning skills and dealing with finances. People are also encouraged and supported to be active.

The provider is Sense Scotland.

About the inspection

This was an unannounced inspection which took place on 18, 20 and 21 February 2025. 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 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:

- Visited four people using the service and spoke to five family members
- Spoke with seven staff and management
- Observed some aspects of daily life where people lived
- Reviewed documents
- Communicated with five health and social care professionals

Key messages

- Care and support is designed and delivered around the individual person
- People indicated they were very happy with the care given and the staff supporting them
- Families were very satisfied with the service provided to their loved ones
- Health and care professionals saw the service as helping people achieve positive outcomes
- Staff were well trained and supported and enjoyed their work

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?	5 - Very 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.

We were not able to communicate fully with people supported by Sense Scotland. However, we were able to meet with most of them. We saw staff engaging with them in respectful, patient ways. It was clear people enjoyed having staff around them. We met with staff separately and were assured they knew people well and how best to support them. From these interviews and from reviewing records we could see that each person had a dedicated group of staff around them which provided consistency and avoided people having to get to know new staff most of the time. The service had processes in place to introduce most of their staff to most of the people supported, even if they were not part of their regular staff. This meant, on the occasions when regular staff were not available, people had, at least, spent some time with their replacements. This overall approach helped people be assured of support from familiar faces, knowledgeable about them and their lives.

Families were very positive in their views of the service. They were confident their loved ones were safe and well looked after and for a number this took a lot of stress and worry from them. They said that Sense Scotland also made them feel valued as partners in looking after their family members. They were kept up to date with any changes or concerns and felt involved in the planning of care.

People cared for by the service had very complex health needs. This included sensory challenges like significant hearing and sight impairment but also conditions like epilepsy. For most people medication was a key factor in maintaining good health. We saw from care records that support with medicines was delivered safely. Care staff were provided with information on health conditions, how individuals were affected by these and how best to support them. Staff also received training on specific conditions and were supported by management who provided guidance and direction whenever required. This overall approach meant people were supported to maintain good health.

People supported by the service benefitted from its commitment to help them achieve good outcomes and a willingness to adapt things when necessary. Each person had a care package that was built around them as an individual. This took into account of their health needs but, equally important, how they might get the best out of life by following their interests and preferences and, often, being encouraged to try new activities and challenges. People were supported to be active. This included shopping, going out for meals and doing household tasks. It also involved people being taking part in things that they enjoyed like swimming, keep fit, photography, playing music and singing. This helped ensure that people were kept stimulated and active and contributed to them enjoying a full, varied life.

Professionals from health and social care told us that Sense Scotland were a valued partner in working to achieve positive outcomes for people. They said the service was innovative in finding ways to engage with people. They were satisfied the service would seek their guidance when appropriate and follow this to the benefit of the people supported. This partnership working provided a range of expertise and resources to support people achieve outcomes important to them.

How good is our leadership?**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.

Local management of the service was clearly committed to improving outcomes for people. They provided clear leadership in this to frontline staff who shared that commitment. This approach was welcomed by families and resulted in positive outcomes for people. The service had a number of systems in place to measure the impact of this.

The contents of people's care plans were audited on a regular basis to make sure they were accurate, up to date and had clearly stated outcomes for people. Essential areas like risk assessments were looked at to confirm these were meaningful and useful in protecting people and staff. Medication audits were used to ensure people were being provided with support that ensured medicines were provided safely and in line with prescriptions. Some of these systems involved the local management supported by senior staff from Sense Scotland; others were the responsibility of the local manager. Where areas for action were noted, for instance, updating aspects of care plans, who was responsible for these and when by, was clearly noted.

The service's development plan clearly identified areas requiring improvement together with timescales. Updates or progress notes provided clear explanations for any delays, for instance, staff supervision being delayed because of vacancies at supervisory level.

Staff training was up to date with high compliance rates in areas like protecting vulnerable people, assisting with medication and infection control. To provide appropriate care for some people, management arranged for staff to have additional training in areas like epilepsy including emergency use of specific medicine and diabetes.

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.

Staff at Sense Scotland told us they enjoyed their work and felt they made a positive difference to people's lives. They felt the training they got equipped them for the work they did. They were confident that, if they needed additional training, this would be provided and gave some examples of where this had happened, including training on epileptic seizures. Regular supervision happened and we were told that this was valued by staff. Team meetings were organised around staff who supported specific people. These happened on a regular basis and ensured all staff were fully up to date with any relevant changes or developments. They also allowed staff to share experiences and make suggestions to improve outcomes for people.

Although the service had, at times, made use of agency staff, families were satisfied, generally, with the consistency of their loved ones having regular staff. Staff said they felt they were part of a team, especially around the people they cared for but also more generally working for Sense Scotland in the local area.

New staff felt welcomed and supported. The service had a comprehensive programme in place assist staff become familiar with requirements of the job. This included training, spending time with experienced staff and getting to know the people they would be supporting.

We were satisfied staff worked well together to the benefit of the people being supported. They were confident, competent and well-led in working towards producing positive outcomes for people.

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.

Care plans, sometimes called support plans provide essential information about the people supported and give guidance to staff. We found care plans at Sense Scotland to be comprehensive, giving good information about people including their backgrounds, preferences and interests as well as details on their health conditions. Where appropriate, risk assessments were in place. These provide guidance to staff about how to avoid or reduce known risks that could endanger the person supported or others. For example, if people might become upset or distressed, staff were briefed on how to spot potential triggers and ways to help people become settled.

The care plans made clear what the intended outcomes for people. For example, to become more independent and confident in housekeeping or personal care. Staff completed daily recordings which looked at how outcomes were being progressed and how. This helped keep outcomes at the forefront of the work staff undertook.

Care plans need to be reviewed in to make sure people's care and support continue to be appropriate or adjusted if necessary. The service had regular contact with families, discussions with staff and, at times, with other care professionals and used these to refine or adjust supports. In addition, the service comprehensively audited the contents of care plans once each year. These audits did not, usually, involve people supported, family members or other relevant parties. Reviews that did involve these parties do take place around six months apart from the care plan exercise.

We have made an area for improvement on reviews to ensure compliance with legislation and to adhere to good practice. This means people and families should be actively involved in care reviews on a six-monthly basis or more often if appropriate. See area for improvement one.

Areas for improvement

1. The provider should revise how it carries out reviews of people's support. This should include the active involvement of relevant parties including people supported, families and other stakeholders in formal reviews. These should take place on a six-monthly basis or more frequently, if appropriate.

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

'I am fully involved in developing and reviewing my personal plan, which is always available to me.' (HSCS 2.7) and

'If I am unable to make my own decisions at any time, the views of those who know my wishes, such as my carer, independent advocate, formal or informal representative, are sought and taken into account.' (HSCS 2.12).

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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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
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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