

## ELCAP Housing Support Housing Support Service

Woodbine Cottage  
West Loan  
Prestonpans  
EH32 9WU

Telephone: 01875 814 114

Type of inspection: Unannounced  
Inspection completed on: 26 May 2017

**Service provided by:**  
ELCAP

**Service provider number:**  
SP2003002592

**Care service number:**  
CS2004082814

## About the service

ELCAP is registered as a Housing Support and Care at Home Service which operates in a combined way with the same staff team and is regulated as a combined service. The service operates from an office base in Prestonpans, East Lothian.

ELCAP provides a service to approximately one hundred and forty-four service users with a wide range of needs throughout the Lothians.

The organisation's aims and objectives are:

'To provide services for people who require care and support in the activities of daily living, together with advice and assistance to others involved in their care.'

'ELCAP believes that people should have the support they need, delivered in the way they want, to live their chosen lives. We work in partnership with people and their families, to help them to identify and plan for the kind of life they want to live, and then to support them to achieve this'.

## What people told us

We spoke with several people who used the service and family members during the inspection.

They told us the following:

'The support workers we have are fantastic'.

'I am happy with the support'.

'The staff are so special to us, fantastic and brilliant'.

'ELCAP has changed my life, I am happy and more confident'.

'The staff care about supporting to my son, the manager of the staff team is excellent. He listens and is person centred'.

'The support has been going well and I am developing my skills'.

'ELCAP staff are brilliant. I am now becoming more independent by doing cooking and washing on my own'.

'It is an excellent service and she is now happier and more confident'.

'Staff could be more proactive. My son is often left sitting around and staff are not engaging with him'.

## Self assessment

We received a fully completed self-assessment document from the manager. The manager identified areas they thought they did well, some areas for development and any changes planned.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

## What the service does well

ELCAP provided excellent person-centred support to people living independently in their local communities. People were being supported to achieve a wide range of personal outcomes. This included being active members of their local community and developing friendships. People were also more confident and developing their life skills. Excellent support was also provided in relation to people's health outcomes. This was enhanced by staff having positive relationships with health professionals.

The quality of support was underpinned by people having small and consistent staff teams. A lot of the staff had worked with the person for several years. New staff were not introduced to the team unless the person was happy to work with them. ELCAP was promoting leadership values in their staff so that they could develop as workers and self manage as a team as much as possible. This had enhanced the quality of the support provided. Managers ensured that the quality was being maintained and developed by doing spot checks and observations of practice on a regular basis.

Participation was promoted in the service. People were involved as much as possible in how their support was provided and who by. The service had an active service user advisory council. They were consulted about developments in the service and the local community. Members of the advisory council were also on the board of ELCAP where they had equal status with other board members.

The level of quality assurance in the service was excellent. External organisations such as the Scottish Government and the University of Strathclyde had quality assured the service including staffing. The reports produced were very positive about the service. The quality assurance team had won an award at the Scottish Business Excellence Awards.

## What the service could do better

There were some areas where the service could make further improvements.

Although people were being supported to achieve their personal outcomes, there were inconsistencies in the recording of this. All the support plans should record the outcomes identified and that the progress towards these outcomes is clearly discussed at review meetings. The review should clearly record the views of the person, if possible, and their families, on the progress being made towards those personal outcomes (see recommendation 1).

Reflective practice is an important part of the development of a support worker. From speaking to staff, they clearly reflect on their practice on a regular basis. However, this was not always being recorded in their CPD (Continuous Professional Development) records. Staff should consider what is the best way to evidence their reflection (see recommendation 2).

360 degree feedback is an important part of monitoring staff practice and supporting staff to develop. Some CPDs did include this feedback but others did not. The service should ensure that feedback is obtained and used more systematically (see recommendation 2).

## Requirements

Number of requirements: 0

## Recommendations

**Number of recommendations:** 2

1. The service should ensure that all support plans record the outcomes identified and that the progress towards these outcomes is clearly discussed at review meetings. The review should clearly record the views of the person, if possible, and their families on the progress being made towards those personal outcomes.

National Care Standards, Care at home, Standard 3, Your Personal Plan. National Care Standards, Housing Support services, Standard 4, Housing Support Planning.

2. Staff should consider what is the best way to evidence their reflection on practice in their CPDs. The service should ensure that 360 degree feedback is systematically part of staff CPDs.

National Care Standards, Care at Home, Standard 4, Management and Staffing. National Care Standards, Housing Support Services, Standard 3, Management and staffing arrangements.

## 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).

## Inspection and grading history

Date	Type	Gradings	
31 May 2016	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
4 Jun 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 6 - Excellent 6 - Excellent
11 Jun 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 6 - Excellent

Date	Type	Gradings	
24 Jul 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 6 - Excellent
11 Jun 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
31 May 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
28 Sep 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
7 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 6 - Excellent Not assessed
3 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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