

ILS Ayrshire Housing Support Service

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Type of inspection: Unannounced
Inspection completed on: 5 June 2017

Service provided by:
Independent Living Services (ILS) Ltd

Service provider number:
SP2003002216

Care service number:
CS2013317641

About the service

The Independent Living Services is part of the Mears Group of care companies. This service covers the geographical areas of South & East Ayrshire and is provided from an office base in Prestwick. The service is now registered as ILS Ayrshire.

The service has two registrations in operation; Housing Support and Care at Home. Support packages are tailored to suit the needs of the individual and are available on a flexible 24 hour basis. The service supports approximately 300 people.

The Independent Living Service Mission Statement states;

"Making a positive difference to the quality of people's lives".

Their service Philosophy and Principles states that;

We aim to deliver high quality personalised services that support and safeguard people, enabling them to live within their own homes and communities. We aim to ensure people can lead fulfilled lives by maximising their independence and daily living skills promoting life opportunities and having a positive approach to balancing risk and choice.

What people told us

We received 44 completed care standards questionnaires from service users and relatives. In response to the question, "Overall, I am happy with the quality of care and support this service gives me." Twenty people strongly agreed with this statement and 22 agreed, one person disagreed and one person strongly disagreed. We also noted that 13 people stated they did not know the service's complaints procedures or that they could contact the Care Inspectorate. Eight people said they did not know if their individual preferences were in their care and support plans. Overall, the responses we received indicated people were satisfied and happy with the quality of the service provided by ILS Ayrshire. During discussions with the manager and staff team it was clear they were aware of areas for improvement and were working hard to address some of these issues to further enhance the standard of care and support they provided to the service users.

We visited six people in their homes in the community, this was a small village in rural Ayrshire. There was a very good level of continuity with regards the care staff delivering the support. The service users were very happy, not only with the consistency of the care staff but also the quality and character of the care staff providing this care. This was a very good example of care being delivered to a very high standard to people in their own homes in the community.

We reviewed the service's own Satisfaction Survey responses carried out in April 2017, we have included some comments provided by the service users and relatives. Overall, people were happy with the quality of service provided and felt that the management and organisation responded to their requests. We continue to see comments regarding the consistency of the care staff teams which was comparable to our own findings. We discussed this with the manager at the feedback meeting and there is a recognition that this remains an area for improvement and development. The implementation of the new electronic system using mobile phones and scanning technology to assist with the monitoring and management of the care at home services will help to address some of these issues.

"The carers are so much appreciated allow me to live in my own home."

"I am satisfied with the service I received and find the carers very friendly."

"Overall I am very happy with the service. The ladies who visit are friendly helpful and compassionate they are really good team thank you."

"Good but could do better lack of communication between managers."

"It would be nice if the service kept our carers to a regular rota. Just lately I don't know who is going to walk in. I would like to receive a regular rota."

"A rota is sent out but frequently it is someone different who comes."

"They do not always come around the time shown and sometimes have not arrived and have to be contacted."

"Sometimes not notified about changes."

"All complaints have been dealt with very quickly."

"Happier now carers coming in are same all the time. Not good when carers were changing all time. Thank you."

"When carers of times are changed I would like to be informed when this occurs."

"I would prefer to have the same member of staff each week, or maybe a couple of different members. I find it hard to get to know people when it is always different people."

The manager and the staff team continue to investigate and implement methods to engage with the people they support, to gather information about the quality of the service provided to them, their levels of satisfaction, comments, ideas and suggestions that could help improve and develop the quality of the service provided.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. During our inspection visits we discussed service improvements with the manager. We reviewed the service quality assurance procedures and how this helped to identify areas for development and improvement. We reviewed the action plans completed from the information and data collated from the quality assurance procedures. The manager and the provider organisation have implemented some very good systems to gather data through their quality assurance procedures.

From this inspection we graded this service as:

Quality of care and support	4 – Good
Quality of staffing	5 – Very Good
Quality of management and leadership	5 – Very Good

What the service does well

ILS Ayrshire continues to provide an overall good standard of service to the people they support in the community. The provider organisation and the local manager have demonstrated a strong commitment to identifying areas for improvement and implementing procedures to address these issues.

The service has benefited from a consistent and competent manager that has helped the service deal with various changes to the service structure over recent times. This very good standard of management continuity has been beneficial to support the staff team through these changes. The service provider has invested in the development of the manager's role through training and support to further enhance and improve the quality of service they provide.

The service provider has invested in new technology utilising mobile phones and scanning facilities to help improve the service provided and address some of the issues raised by service users. The provider organisation has implemented an array of quality assurance systems covering various aspects of the service delivery to help identify any deficits and areas for improvement. They have demonstrated their commitment to engage with service users by gaining information and feedback about their level of service satisfaction.

The documentation and recruitment procedures we saw in place were very good. There is an enthusiastic and motivated administration in place that ensures all the required documentation and procedures covering recruitment are fully in place prior to staff commencing work. The induction programme delivered to new staff was also very good which ensured that new staff were fully appraised and supported as they commenced their new job roles.

The care and support plans were reviewed provided some very good details and information and were easy to read and follow. We checked folders kept in individuals homes to ensure a consistent standard of support being delivered by the care staff. Regular checks and audits were in place and other quality assurance systems to ensure that all necessary documentation was in place, accurate and updated.

What the service could do better

Whilst the service provider organisation and the local service management have demonstrated their commitment to improving and developing the consistency of the support packages, this remains a regular concern raised during inspections. We will continue to monitor the progress the service is making in addressing these issues at future inspections. These include, consistency of the staff teams delivering the support, improved communication between the office based staff, care staff, service users and their relatives.

The recruitment and induction procedures we inspected were very good, however, the management and service provider need to continue to invest in the ongoing training needs of the staff team. Whilst the main mandatory elements of training were undertaken the future training needs of the staff team need to be identified and a programme of training opportunities implemented. During our visits we saw the provision of training offered to the staff team in relation to the implementation of the new technology to help monitor the service provision. This should also help to address the travelling time staff require between clients.

The manager should continue to evidence the good standards of information we saw in relation to the participation and involvement of service users and relatives in the evaluation of the quality of the service provided. This should also demonstrate how this information has helped to inform and develop the service provided.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Where the service has the responsibility of supporting service users to take medication and the individual has been identified as requiring full assistance. The service need to review the medication storage procedures to ensure that all medication is safely stored and staff are recording and monitoring the administration and levels of medication kept in the home.

National Care Standards 8 Care at Home - Keeping Well - Medication.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
6 May 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
1 May 2015	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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