

# Leonard Cheshire Disability - South West Scotland - Housing Support Service Housing Support Service

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Type of inspection: Unannounced  
Inspection completed on: 9 November 2017

**Service provided by:**  
Leonard Cheshire Disability

**Service provider number:**  
SP2003001547

**Care service number:**  
CS2004075567

## About the service

Leonard Cheshire Disability - South West Scotland is registered to provide housing support and care at home to adults with a learning disability or physical disability who live in Dumfries and Galloway.

The service was previously registered with the Care Commission on 19 July 2004 and transferred its registration to the Care Inspectorate on 1 April 2011. The registered manager is based in Lochar House, Dumfries and coordinates the overall running of the service for the region. The service has one deputy manager in the west of the region (Stranraer) and two deputy managers for Dumfries and Annan who manage the staff teams who provide direct support to people.

At the time of the inspection thirty-four adults were being supported by the service. Support ranged from a few hours per week to twenty-four hours per day. Support is provided to people within individual tenancies and shared tenancies owned and managed by either Loreburn Housing or Progress Care Housing Association. Each shared tenancy accommodates between three and five people who have their own bedroom and share additional social space.

Leonard Cheshire Disability as an organisation states it is committed to maximizing personal choice and independence and supports each individual to draw up their own service plan to ensure physical, emotional, social and personal development needs are met in a truly person-centred way. 'The needs and aspirations of the people who use our services are at the heart of all that we do'.

The aim of the local service is 'to support each person in an individual way, developing the support plan to meet identified and changing needs and wants. To support this you will, if you wish have a key worker and associate key worker, they will work with you to develop your personal care plan'.

## What people told us

We visited ten people within their own homes during the inspection and spoke with five relatives. Most people spoke positively about the support provided and the staff team.

We received seventeen completed care standards questionnaires from people who used the service and relatives, these told us that they all agreed or strongly agreed that overall, they were happy with the quality of care and support the service provided.

People told us:

"My son could not be better cared for".

"Very happy with the care provided, they treat (name) as an individual and are very kind and thoughtful about his needs"

"They look after (name) well, I am very happy with the service".

"The staff at Norfolk Avenue are the best, they are skilled in their work, caring, understanding and patient".

"Service not as good as it used to be due to the number of staff changes".

"Happy with the support provided, they always have (name) interests at heart".

"Cannot praise the staff enough, they are all very good and the service has given (name) back some independence".

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We discussed the development of an improvement plan and how this should demonstrate their priorities for developing and monitoring the quality of the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	4 – Good
Quality of staffing	not assessed
Quality of management and leadership	4 – Good

## What the service does well

Leonard Cheshire Disability – South West Scotland is a service covering a large geographical area, the west of the region (Stranraer) had made significant improvements to the care and support being provided and had met the recommendations made at the last inspection.

We found peoples support needs had been reviewed and the support being provided was more person centred, periods of one to one support was enabling people to meet their individual outcomes.

Health care needs were recorded within peoples person centred plans. People were supported to access services such as GP, dentist and dietician to maintain good health and wellbeing.

Conversations with people supported, family members and guardians confirmed that people were given choice and had a say in their support and how they spent their time. People continued to have contact with family members and friends and attended activities and events in their local community.

The provider had a system in place to record and report accident and incidents; the management staff informed the care inspectorate of all notifiable events. Risk assessments and protocols were updated following events to reduce further risk and keep people safe.

Opportunities had been available for staff to take on more responsibility including internal promotion. Leonard Cheshire Disability provided supervision and management training to further develop staffs leadership and management skills

## What the service could do better

Some peoples person centred plans and risk assessments were not being reviewed six monthly and did not contain up to date information. Person centred plans and risk assessments should be reviewed to make sure support being delivered is meeting peoples outcomes.

(See recommendation 1)

Staff completed an induction when they started working for the service. Induction documentation should be completed to evidence what staff had learned and to evidence that their skills and knowledge were sufficient to work within the service.

Staff supervision was not happening consistently within all parts of the service. Staff should have the opportunity to meet with a senior member of staff routinely to discuss their work practice and any issues or concerns.

We found not all staff had been appropriately registered with Scottish Social Services Council (SSSC) within the set timescale. We discussed with the service provider and service manager the requirements of the SSSC for all staff to be appropriately registered with SSSC within their set timescale. As a social services employer, the provider must make sure people are suitable to be social service workers and that they understand their roles and responsibilities.

A new quality assurance system had been introduced with procedures in place to audit and monitor the service. We found these were not recognising areas requiring improvement within parts of the service which we identified at the time of the inspection. (See Recommendation 2)

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. The service manager should ensure person centred plans and risk assessments are reviewed at least six monthly and more frequently if peoples needs change significantly.

National Care Standards - Housing Support Services - Standard 4: Housing Support Planning.

National Care Standards - Care at Home - Standard 3: Your Personal Plan.

2. The service managers should ensure there are good quality assurance systems and processes in place reviewing and auditing all aspects of service delivery. Where areas are identified as needing improvement appropriate action plans should be put in place and progress towards meeting the actions required should be recorded. Attention should be given to those areas identified at the time of the inspection.

National Care Standard - Housing Support Services - Standard 3: Management and Staffing Arrangements.

National care Standards - Care at Home - Standard 4: Management and Staffing.

## 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	
17 Oct 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
28 Sep 2015	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
9 Jul 2014	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
8 Aug 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
23 Aug 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good
18 May 2011	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	3 - Adequate
20 Sep 2010	Announced	Care and support	3 - Adequate

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 4 - Good 2 - Weak
30 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 2 - Weak 3 - Adequate
24 Nov 2008	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 4 - Good 3 - Adequate

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