

Leonard Cheshire Services (Scotland) - South Lanarkshire Housing Support Service

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Type of inspection: Unannounced
Inspection completed on: 21 June 2017

Service provided by:
Leonard Cheshire Disability

Service provider number:
SP2003001547

Care service number:
CS2011301087

About the service

Leonard Cheshire (Scotland) - South Lanarkshire provides a combined Care at Home and Housing Support Service to adults with learning disabilities and physical disabilities in South Lanarkshire. It is provided by The Leonard Cheshire organisation which has support services throughout Britain and its Headquarters based in London. In April 2013, this service separated from Leonard Cheshire's Glasgow services to become registered as South Lanarkshire services.

The service provides support to two people living in Lanark and Carluke, 24 hours a day by a dedicated staff team. Its mission statement is "to work with disabled people throughout the world, regardless of their colour, race or creed by providing the environment necessary for each individual's physical, mental and spiritual wellbeing".

What people told us

We spoke to one relative as part of the inspection who made the following comments:-

"It's as good as been which is much better than ok. The team leader has turned it round. Now its very good. Staff are very good, responsive, keen and listening. The team leader is key. If my relative is managed properly he doesn't have any issues. Less experience staff sometimes have an impact on my relatives care. I have written notes on what you should and should not do and they are in the care plan. Reviews every six months talks regularly on the phone with team leader. Communication is really strong and positive. We are in a really good place. Will try and address issues. I have been involved in recruitment of new staff interviewed and my relative has been involved in that. My relative has had access to independent advocacy. Regular access to social worker Kirsten Meikles social worker. The best its been."

Self assessment

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

Service users experienced a very good quality of life through participation in normal daily living e.g. going to the shops, bank, holidays, going out for lunch etc. We thought the outcomes for service users were very good.

We found that care plans were detailed and informative and generally were written from the choice and perspective of the person.

Service users and relatives have been involved in the recruitment of new staff including asking questions at interview.

We observed that staff involved people in making decisions and listened to and respected those choices.

We thought that staff were skilled in how they delivered care and treated people with dignity and respect.

We found that an appropriate range of health care professionals were involved in supporting the care delivered.

Staff and relatives spoke very highly of the difference the team leader has made in moving the service forward.

We found that a start has been made in developing staff competencies.

We found that the service had robust recruitment, administration of medication and management of service users finances systems in place.

What the service could do better

Some of the information that we found in care plans was not always written in the first person and contained some inappropriate language. The team leader was aware of those issues and plans were in place to address these.

It was not clear if staff had received appropriate training in adult support and protection.

It was not clear if staff had a thorough understanding of the concepts and principals of 'Keys to Life' and this should be addressed.

We suggest that staff have access to specialised training appropriate to their role, e.g. schizophrenia, cerebral palsy.

The way in which the service evidences and demonstrates staff training needs to improve.

The service could improve how it plans, implements and evaluates activities to demonstrate the outcomes for people who use the service.

We have suggested the service review the use of bed rails and seek advice from an appropriate health care professional to inform any decision made.

Minutes of reviews should be written up in a timely manner.

Two recommendations remain outstanding from the last inspection in relation to staff appraisal and a development plan.

The service should review the system of supervision and appraisal to ensure it meets the requirements of registration with the Scottish Social Services Council (SSSC) and is fit for purpose going forward.

This was discussed with the management team during the inspection and we signposted the service to best practice (see Recommendation 1).

We Looked at the action plan submitted by the provider however, we did not think this accurately detailed how the service planned to develop and improve the service (see Recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Staff should receive annual appraisals of their work.

NCS 4 Care at Home - Management and Staffing

2. A more comprehensive service improvement plan, incorporating the issues of all stakeholders, should be developed, regularly updated and shared with everyone in a suitable format to promote continuous development for this service.

NCS 4 Care at Home - Management and Staffing and NCS 11 Care at Home - Expressing Your Views.

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	
20 Apr 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
14 May 2015	Unannounced	Care and support	4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 5 - Very good 4 - Good
16 Apr 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good 5 - Very good

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