

## Shared Lives Fife Adult Placement Service

Social Work Office  
4th Floor  
Rothesay House  
Rothesay Place  
Glenrothes  
KY7 5PQ

Telephone: 08451 555555 ext. 446899

Type of inspection: Unannounced  
Inspection completed on: 15 January 2018

**Service provided by:**  
Fife Council

**Service provider number:**  
SP2004005267

**Care service number:**  
CS2006139459

## About the service

Shared Lives Fife provides an adult placement service across Fife. The service provides flexible support in the community for adults who need additional support to live independently in their community. The service provider is Fife Council.

People using the service are introduced to an approved carer who best meets their needs. The service offers long-term support where the person lives and is supported by the carer, in the carers' family home. This can be on a permanent or short break basis. The service also provide day support. This could take place in the service users' home, the carers' home or in the community.

The service describes itself as "a highly flexible form of supported living for adults of any age who require additional support".

Shared Lives Fife (SLF) carers are supported by three SLF social workers and the manager of the service. The service states: "Our vision is to promote and enable adults who need support to maximise their potential and lead their lives as adults as independently as possible and fully included in their own communities".

## What people told us

We sent out twenty questionnaires to people that use the service, and relatives, we received ten back. Seven 'strongly agreed', and three 'agreed' that overall they were happy with the quality of care.

People told us they were very happy with the service that supported them. This was captured in the comment, 'This is a fantastic service for me. It supports me to live independently socially, something I thought I would never do. It has built up my confidence and have supported me with new experiences.'

The appreciation and acknowledgement of the service was also captured in the comment, 'I am moving shortly and hope that Shared Lives will continue to be able to provide respite care for us with the same excellent service'.

## Self assessment

Every year all care services must complete a 'self-assessment' form telling us how their service is performing.

A self-assessment was not required to be completed at this inspection; however, the service spoke about their goals and aspirations for the forthcoming year.

## 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	5 - Very Good

## What the service does well

The strength of this service lay in the way it matched those requiring support to the carers that they had on their register. They took a great deal of time in 'getting to know' individuals and ensured that this early work was robust. The service backed this up with thorough environmental health and safety checks, carer reviews and regular supportive case summary discussions. We heard of significant outcomes which were testament to the care and support delivered by carers and the staff team of Shared Lives Fife. Such outcomes included the securing of individual tenancies, employment and voluntary work opportunities and support to compile a life story for future publication.

We were told of the significant personal growth required for these goals to be realised and this was due to the excellent care and support provided. This support was reinforced by excellent paperwork and records such as the Personal Outcomes Support Assessment, Personal Support Plan and the subsequent Personal Support Review. We particularly liked the outcome categories which flowed through these documents and ensured that goals and objectives were clear and consistent. The style and tone of writing was notably focussed on the person and outcomes were realistic and achievable.

All staff and carers we spoke to told us that they felt well supported by management. They told us that they found all levels of staff and management to be accessible and approachable. Staff set their own supervision dates from one meeting to the next, but they felt able to discuss any issues with colleagues and the registered manager at any time.

The service monitored the workload of carers so that referrals could be responded to promptly when the match was appropriate. We saw that personal profiles of carers had been developed and this was a very good piece of person-centred work that should be continued and extended as appropriate.

The service had established very good ways of consulting with people and sought views through a Carers Consultation Group and the Speak UR Mind Group. Examples of positive comments included, 'I feel they (staff) go that extra mile', 'The service is flexible and support is second to none' and 'It provides a valuable alternative to traditional respite and offers people the opportunity to be part of their community'.

## What the service could do better

The service, through its own quality audits and consultations, was aware that its main area for improvement is in its own expansion. There were plans to examine the possibility of using social media as a tool for this purpose.

We saw that many of the documents within the satellite file, information held by the service, did not show that originals had been signed. We could not tell, therefore, if the original was signed or if the responsible person/supported person was aware of the content, purpose or conclusions of the documents. It would be good practice for the service, to either receive copies after the original was signed or obtain their own signature. The service should consider if there should be signatures on all documents that refer to the supported person including personal plans, case summaries, risk assessments and consent agreements. It is good practice to evidence consultation and discussion with those that receive support and provides a record that they are happy with decisions that affect them.

The service had a calendar planner to indicate the rough dates of forthcoming reviews. However, this was not specific and did not tell us if reviews had taken place or not.

The service has a system of file audit which the manager oversees. However, it is suggested that the registered manager review this audit to make sure it addresses the issues above.

We saw that the service worked towards the Local Government Association's 'Promoting Less Restrictive Practice' document, but we felt that a more in-depth awareness of restraint would be useful for carers. We sign-posted the service to the Mental Welfare Commissions, 'Limits to Freedom' guidance and suggested that this could perhaps be used for new carer induction. All forms of restraint should be highlighted in relation to human rights, but also health and well-being. Consultation should also be recorded in relation to decisions to use restraint.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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	
23 Feb 2017	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
8 Mar 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
3 Sep 2014	Announced (short notice)	Care and support	5 - Very good

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 Mar 2014	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
26 Feb 2013	Announced (short notice)	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Apr 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
14 May 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - 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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