

West Lothian Council - Housing with Care Housing Support Service

West Lothian Civic Centre
Howden South Road
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Type of inspection: Announced (short notice)
Inspection completed on: 23 March 2018

Service provided by:
West Lothian Council

Service provider number:
SP2003002601

Care service number:
CS2004073869

About the service

'Housing with Care' is a support service provided by West Lothian Council. This service is provided in partnership with Bield Housing Association, Hanover (Scotland) Housing Association and Dunedin Canmore, who are the landlords of four of the properties. The other properties are owned by West Lothian Council.

The service is registered with the Care Inspectorate to provide nine 'housing with care' developments, the registered manager supported the following services:

- Colinshiel Court
- Cunnigar House
- Almondvale Gardens
- Holmes Gardens
- Norvell Lodge
- Brucefield House
- Dixon Court

The new development of Rosemount Gardens supported assisted living and was managed in conjunction with Rosemount Court and Jane Place.

The service is available from 07:30-22:00 with sleep over staff on duty in most developments if required. Overnight, call centre staff manage calls they receive from tenants - contacting the individual worker on 'sleep over' in the development if necessary. The service is overseen by a housing support manager in each location who is responsible for the day to day running of the service. All housing support managers report to an external manager. The registered manager is also responsible for contact with the Care Inspectorate and for the overall management of the service.

Housing with Care offers the tenant the opportunity to live their lives as independently as they can, whilst having on site staff to support their personal care and support needs. Applications can be made directly to the developments or through the Social Work Department.

There are currently two categories to the 'Housing with Care' criteria:

- Category A - the individual requires 12-18 hours of care/support on assessment.
- Category B - the individual requires 6-12 hours of care/support on assessment.

The hours of support required are regularly reviewed and can increase and decrease to meet individual's needs. Should a tenant require on-going overnight care on a regular basis, a review will take place to determine if the individual's needs can be supported within a tenancy environment.

West Lothian Council describe the vision of this service as "designed to enable individuals or couples to live as independently as possible in their own tenancy by combining the services of housing and social work professionals in a planned and streamlined way."

What people told us

Prior to our inspection we sent out questionnaires to people living within the eight complexes across West Lothian. Thirty eight were returned to us. All of these returned to us highlighted that tenants were treated with respect, people had confidence that staff had the right skills to support them and that the service checked regularly that their needs were being met. Four out of the thirty eight returned did not feel that staff had enough time to carry out the agreed support and care, and two people did not feel their options were sought regarding any improvements that could be made. Comments from the returned questionnaires included:

"Staff that carry out the care are polite, introduce themselves and are mindful of my needs."

"Treated with respect and put me at ease"

"Cannot praise everyone highly enough."

We also spoke to 23 people across the complexes we visited. People were overall positive about the care they received and what this meant for them. We heard people felt safe, secure and in particular felt more confident knowing there were staff members who were in the building overnight should support or care be needed. Everyone we spoke with felt the care they received was at the right level and promoted their independence as much as possible. People told us that they "looked out for each other" and were also able to pass on concerns to staff if someone appeared to need more help or a "check visit." We heard that people were supported at times when they needed it most. When asked about the benefits of living in a sheltered housing complex, people said that the company of others in social settings was very important to them. We heard that organised activities were on offer for people, however we did hear that this depended on the mix of people in each area and how this was facilitated so these opportunities were not the same for everyone we spoke with.

Meal time provision across the complexes is optional for people. We heard mixed views about this. We heard from one complex that the tenants had involvement in menu planning and we heard from another complex that they were not asked for their input. We heard from one group of people they would prefer their main meal in the evening and not lunchtime, however we were advised from the management team that this could be facilitated.

Comments we heard from people included:

"No complaints at all. Lovely staff."

"I feel safe here. Also my family have piece of mind."

"Nothing is any trouble. "

"You can ask staff to pop in on someone to check they are okay."

"You have your privacy but also company if you want it."

"I can come and go when I please"

Self assessment

We no longer request a self-assessment from services. Instead, we look at what developments the service plan to take forward. We discussed this with the management team and were satisfied that there are reviews taking place within the service overall relating to technology, training and recruitment.

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

We took into account the views of people we spoke with and concluded overall that people received a very good level of care and support. We noted in the care plans that people were supported in a way that focussed on their current abilities and therefore promoted independence. This was an important factor expressed by people we spoke with. We also saw that medication was managed in a way that ensured most people were supported to do this for themselves safely and effectively.

Each complex has a variety of services available, such as a public café, hairdressing or arts and crafts. Tenants had their own meetings whereby they could arrange for entertainment or singer for a small cost. We saw in some locations that we visited that the local community were encouraged to use and share facilities and this was welcomed by everyone and created a feeling of local involvement and belonging.

We heard that from 2016 opportunities had been created for the tenants to come together with younger people from the Criminal Justice Service (CJS) completing their community payback periods to promote the themes of positive engagement between the two generations. The programme has become well integrated into the activities that are promoted within housing with care and feedback from everyone involved is that the project is enjoyed immensely and relationships with the groups are now well established. This programme has increased opportunities for tenants to arrange more trips and options for meeting up with other tenants from other complexes. We also heard that negotiations for free entry to some attractions had meant no charges were incurred to tenants if people from the CJS had undertaken previous community work there. This demonstrated good community links and working together providing a positive benefit to all involved.

We spoke with staff regarding people who had a high care need. The staff were knowledgeable about individual care needs, the reasons for specific times for medications and also were able to provide examples of risk relating to falls. We were satisfied that staff communicated well with each other both informally and at catch up daily meetings. Staff we spoke with also spoke positively about working as a team and the training that they received.

Training records indicated that staff received the required essential training necessary for their roles, this also included the promoting excellence dementia framework.

We looked at the records of new staff since the last inspection held by the human resource department. We saw that the local authority had a robust recruitment procedure in place and therefore people who received support could be confident that the staff were professionally recruited and inducted.

What the service could do better

We saw that an incident and accident recording procedure was in place in all areas. However, it was not evident how this information was analysed or when follow up action should be taken as a result of this. We discussed this with the management team who advised that the new electronic recording systems should be able to demonstrate this and currently this is being progressed.

We noted that the recording of information for people needed to improve, in particular the updating of risk assessments. We also saw in some instances that communication records were not as clear as they could be, in particular, recording whether someone had required further medical input or not. As we were satisfied with what staff could tell us regarding the care needs of people they supported, and how these were addressed, we did not feel the paperwork impacted on the direct care of people. We also took into account the views of tenants which was also very positive. The management team were in agreement with us that this was a training and recording issue that needed to improve and have assured us that this will be progressed.

We looked at induction records for new staff across the services we visited. The completion of these were not consistent across the service and it was not clear to us what still required to be undertaken as part of the induction process. This should improve and will be followed up at future inspections.

We further discussed with the service that the provider should consider a wider variety of training to ensure that staff are enabled to support people more with varying health care needs. This could be done in partnership with health colleagues so that staff are aware of when further input is necessary. A training analysis would support the additional training needs identified which should take into account the care needs of everyone receiving support.

Those tenants who would like more social interaction within the various complexes should be encouraged and supported to take this forward by the management team and includes community links and resources. This would ensure that more positive experiences for people are evidenced across all of the complexes and not limited to certain locations.

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.

Inspection and grading history

Date	Type	Gradings
18 Jan 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
8 Feb 2016	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
6 Feb 2015	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
22 Jan 2014	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
21 Feb 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
8 Sep 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
15 Oct 2009	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
5 Sep 2008	Announced	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate

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