

# Leonard Cheshire Disability - Trafalgar Lane - Supported Living Housing Support Service

28/14 Trafalgar Lane  
Edinburgh  
EH6 4DJ

Telephone: 0131 554 5694

Type of inspection: Unannounced  
Inspection completed on: 6 June 2018

**Service provided by:**  
Leonard Cheshire Disability

**Service provider number:**  
SP2003001547

**Care service number:**  
CS2006118872

## About the service

Leonard Cheshire Disability - Trafalgar Lane - Supported Living provides housing support and care at home to people with learning disabilities, physical disabilities and acquired brain injuries in their own home. The service is delivered to people living in flats around a staff base in Edinburgh. At the time of our inspection they were supporting eight people.

Leonard Cheshire Disability aims to support individuals to live, learn and work as independently as they choose, whatever their ability.

## What people told us

We received care standard questionnaires from three people supported by the service and one from a relative. They all agreed that they were happy with the quality of care and support they got from the service.

We met two people during our inspection and spoke to two relatives by phone. They were all very happy with the service and the staff providing their support. We have included their views in the body of the report.

## Self assessment

We are not asking services to submit a self-assessment for this inspection year. We discussed improvements they have made since the last inspection and how they plan to continue to develop the service. We suggested they could look at how they use the new Health and Social Care Standards My support, my life, to evaluate their service and plan future improvement.

## From this inspection we graded this service as:

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

## What the service does well

People the service supports and their families were happy with their care and support. Their personal care was carried out in the way they wanted, making sure their dignity and privacy was respected. People were supported to use special equipment to be as independent and healthy as possible. They made decisions about their day-to-day life. Everyone said it was important to get out and about. The service was very good at planning ahead to make sure people got support at the times they wanted. They were flexible to make changes if anyone's plans changed. One person said, "I like to get out. They take me to the pictures, take me shopping."

Everyone had a person centred plan. Information staff needed to be able to support the person in the way they needed and wanted was easily accessible. PCPs included people's future plans and the support they needed to achieve them. Key workers reviewed progress with them each month. One person said, "I had been asking about getting a computer. I got a laptop and my key worker is helping me use it. I spoke to my relatives in Australia. It was great to see them." People reviewed their support regularly, involving people who were important to them. They were involved in decisions about their support which meant their support was right for them.

The service worked well with other professionals. People were supported to use the services they needed to stay healthy and well. They had the aids and adaptations they needed and support with things like dietary needs.

Staff worked with people in a very warm, caring and compassionate way. They were committed to making sure everyone enjoyed the best quality of life possible. People said, "They treat me with respect and they have an individual approach. I don't feel like I'm just one of many" and "They know what they are doing". The service was making sure staff completed learning updates needed to support people well. They had plans for learning opportunities more specific to individual's needs, for example stroke awareness, diabetes, sign language etc. This should improve staff practice and make sure people can be confident in the staff supporting them.

Following a period of significant change, the service now had a management team in place. The deputy manager and team leader were working well together. They had made significant progress with the improvement actions recommended in Leonard Cheshire's internal quality audit report, including improving PCPs and establishing regular support and supervision for staff. People could be confident the service was well led and managed.

People were happy with communication with the service. One relative said, "If I have any concerns about (name) I just phone them and they deal with it. They're good". Everyone knew what to do if they had any concerns.

The service was using quality assurance systems well, including audits of PCPs, medication records, finance records, monthly service health checks and the quality improvement database, to assure the quality of the service and continuously improve.

## What the service could do better

Service managers had worked hard over the past few months to improve the service. One relative commented, "It needs good management and structure to keep things running smoothly. The new team leader is willing to talk and will (make improvements) that are required with stronger leadership". The service was managed day-to-day by a part-time deputy manager and team leader. Leonard Cheshire Disability was reviewing the service management arrangements, with the intention of discontinuing the team leader role. They need to review this decision to make sure the service has sufficient management resource to sustain and build on the improvements achieved and make sure people continue to be confident the service is well led and managed.

The service has been operating with vacancies and long-term absence over the past few months. The team has covered this situation by being flexible with their work patterns and doing overtime. To make sure people continue to experience high quality care and support, Leonard Cheshire Disability needs to put in place more sustainable arrangements when there are staff shortages in the service.

Leonard Cheshire Disability could involve local managers and people supported by Trafalgar Lane in selecting staff to work in their service.

The service plans to support keyworker's development so they are able to take more responsibility in co-ordinating their key person's support. The service could make sure all staff are familiar with people's future plans so they can support them achieve the things they want. One person had been reluctant to engage in a formal future plan. We discussed how they could support the person to improve their health and wellbeing, which was important to them.

One relative was concerned that some staff paid more attention to completing tasks well than others. The service could plan frequent meetings and practice observations with new staff to make sure they complete the induction pack and demonstrate competence. They were introducing regular practice observations with all staff, which should provide opportunities to improve consistency.

The service plans to introduce opportunities for people to be more involved in developing and improving the service.

## 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
12 May 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
29 Jul 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
23 Apr 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings
22 Apr 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
1 May 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
25 Apr 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
23 Jun 2011	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing Not assessed Management and leadership Not assessed
26 May 2011	Unannounced	Care and support 1 - Unsatisfactory Environment Not assessed Staffing Not assessed Management and leadership Not assessed
14 Mar 2011	Unannounced	Care and support 1 - Unsatisfactory Environment Not assessed Staffing 3 - Adequate Management and leadership 2 - Weak
28 Apr 2010	Announced	Care and support 2 - Weak Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
6 Aug 2009	Announced	Care and support 2 - Weak Environment Not assessed Staffing 2 - Weak Management and leadership 2 - Weak

Date	Type	Gradings	
30 Jun 2008	Announced	Care and support	1 - Unsatisfactory
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	2 - Weak

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