

ILS Clackmannanshire Housing Support Service

Unit 9
Hillfoots Business Village
Alva Industrial Estate
Alva
FK12 5DQ

Telephone: 01259 768600

Type of inspection:

Unannounced

Completed on:

1 June 2018

Service provided by:

Independent Living Services (ILS) Ltd

Service provider number:

SP2003002216

Service no:

CS2004075967

About the service

ILS Clackmannanshire is part of the Mears Group. It has been registered since 2004.

Independent Living Services (ILS) Clackmannanshire provided support to adults and older people in the following geographical areas: Alloa, Sauchie, Hillfoots, Tillicoultry, Alva, Dollar, Tullibody and Clackmannan.

The service is available 24 hours a day over a 7 day period, with support packages provided on an individual basis according to the needs of people who use the service. The service can be contracted privately or through local authority.

What people told us

During our inspection visit we spoke to a wide variety of people. It was clear that people liked the support they got and that many staff had an excellent way about them. Family members were also positive overall and had good things to say about the service. Some comments were:

- '...very consistent. I'm delighted with the service'.
- 'Perfect girls. I've gradually cut down (the support)'.
- 'Staff are friendly and understanding'.
- 'They have boosted my confidence. Fantastic'.

Self assessment

We did not request a self assessment this year. We discussed and considered the service's own development plan as part of this inspection.

From this inspection we graded this service as:

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

What the service does well

This service did a lot well. It was well organised and it was flexible in a way that suited people. Repeatedly people told us they were satisfied with support provided. People felt listened to and that the service would try to change or alter things if it could to meet their wishes and needs better.

People had an opportunity every six months, or sooner if needed, to sit down and have a meeting with a senior support worker or co-ordinator to discuss whether everything was going okay with the support. Family or other relevant people could attend this as well if the person wanted or needed them to. These meetings helped to make sure the person continued to get what they wanted from the support and they were happy with it.

Whilst people would usually just talk to their staff member about an everyday care and support matter, they also said they could easily contact the office or management if something was not going well with the support.

People's care and support needs were well recorded and staff kept a good level of recording of what they did during a support visit. Overall, this was very good as it assisted staff to know important information about a person such as their medication needs and helped make sure the person got the right support and that no confusion or errors occurred. These records assisted people to be safe, happy and well.

The service cooperated well with other health and social care agencies. Effective communication and contact with other agencies supported people's health and wellbeing. The service had developed and introduced improvements. The focus was on people getting the most suitable, enabling support for themselves.

The service was very good at promoting people's independence. There was a very good understanding that when someone was able to do something for themselves they should be supported to do it. We saw this in the ongoing support the service may offer to someone but also in situations where the support offered had stopped or greatly reduced as the person had improved their ability due to the staff's support. An example of this could also be regaining confidence say after a lengthy hospital admission. Staff showed skill and sensitivity in their support.

We saw the service sought the input of people supported and their families to help improve the service and to understand what they were doing well or not. We saw this through some surveys, training and recruitment activities. It recognised people's right to have a major say in, and were best placed to say, what was being done well or could be improved.

Staff came across as motivated and enthusiastic. Their manner was praised and they were seen as being relaxed, friendly, warm and understanding.

We thought the manager took a careful and considered approach to recruitment. All appropriate checks were done. This all helped make sure people were supported by staff who had respectful and caring attitudes.

Training was seen as very relevant and of a high standard. Staff felt it assisted them and gave them more understanding of how to support people well. To promote continued learning and development we saw that staff also had opportunities to gain qualifications.

We saw that staff were valued and appreciated and the management team were viewed as supportive, easy to talk to and approachable. This all aided staff to do the best they could when supporting people.

What the service could do better

We found that people's medication administration sheets (MAR sheets) occasionally had gaps in the recording and that it was not always clear or easy to find out why there was a gap. Usually it was because the person had cancelled their visit for different reasons such as visiting family or having a hospital appointment. With no explanation for the gap in the MAR sheet though, it wasn't clear that it wasn't that they'd missed having their medication. Whilst the service does MAR audits which picked up on these gaps we found the issue continued. We advised that a fresh focus is put on this area of practice and a lasting solution is found.

We had some discussion with the manager around staff's rotas for visits. Whilst we thought the service did these very well and that they are a number of practical challenges in organising them we thought the service should continue to see if there's any way of sending these out sooner. We also discussed other possible improvements to do with rotas and visits.

For staffing we got feedback for possible improvements which we shared with the manager. We discussed shadowing opportunities for new staff and wondered whether eight hours was enough after the initial induction training. The manager explained some of the other measures in place to support new staff and how the shadowing was monitored to see that new staff were feeling informed, able and confident for their new role. The manager was open to giving further thought to this area.

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
27 Jun 2017	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
8 Jul 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
13 Jul 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
16 May 2014	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
5 Jun 2013	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 May 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Jun 2011	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
21 Jul 2010	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
11 Jun 2009	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
28 Jul 2008	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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