

ILS Stirling & Falkirk Services Housing Support Service

Unit 9
Hillfoots Business Village
Alva
FK12 5DQ

Telephone: 01259 768600

Type of inspection:

Unannounced

Completed on:

30 July 2018

Service provided by:

Independent Living Services (ILS) Ltd

Service provider number:

SP2003002216

Service no:

CS2004075958

About the service

ILS Stirling and Falkirk Services provides housing support and care at home to adults with a variety of needs living in their own homes. It is provided across the Stirling, Clackmannanshire and Falkirk areas. It is part of the Mears Group and has been registered since 2004.

The service can be available 24 hours a day, seven days a week. Support packages are provided on an individual basis, according to need. The service can be contracted privately or through local authorities.

The service states:

We aim to deliver high quality personalised services that support and safeguard people, enabling them to live within their own homes and communities. We aim to ensure people can lead fulfilled lives by maximising their independence and daily living skills promoting life opportunities and having a positive approach to balancing risk and choice.

What people told us

During our inspection visit we spoke to people supported and some family members. We also got views from questionnaires we sent out before our visit.

People told us they were happy with the service. The service listened to them and, by and large, took on board their comments and feedback. Some people told us about what a big difference the service had made to them and how their life had improved. Staff were praised.

When someone did raise a concern to us, they said it wasn't major but something that could still improve in the service. We discussed the feedback we received with the management of the service.

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

People told us that they were happy with their service and that it helped them lead the life they wanted.

Through meeting people, talking to staff and examining support documents we saw that people's wishes and needs were central to the support provided. People told us that they felt listened to and their views and needs

were respected. A person's week and the kind of things they did each day followed what was important to them and what they enjoyed.

Staff wrote up a daily log (diary) for the person's day. They wrote from the point of view of the person supported about what were they doing or getting out of the day or a certain activity. This reinforced that the support was there to facilitate the person's day, to enable their abilities and follow their wishes. A person's week was planned to suit them and we saw it could be busier or quieter depending on their wishes, personality and needs.

Where someone had a complex physical health or wellbeing need, the service made sure it had the required information and guidance to assist the person stay healthy, safe and happy. Contact and communication with health professionals or other social care agencies would happen as well, on an ongoing basis or in response to an unexpected change. This helped a person stay healthy and well.

We saw examples of where very focussed training for staff around a particular person's needs happened. It helped make sure the person got just the right support. In these examples the support always promoted the person's abilities and independence.

We found staff members to be motivated and knowledgeable. They expressed strong, positive values and training was said to be excellent. At recruitment all the necessary checks were made to make sure staff were suitable and careful consideration went into who was recruited.

People usually had the same small group of staff members supporting them each week and we saw they had built up good, trusting relationships and were relaxed and happy with them.

Staff had insight into their roles. They supported people to follow their wishes and ambitions in life and to make the most of their abilities. We saw how staff used their initiative and came forward with ideas to improve people's support. The management team were seen as supportive and approachable and staff members' contributions to the service were recognised and appreciated. This all helped staff keep their focus on the person they supported, what was important to the person and what they found meaningful and enjoyable.

What the service could do better

People had personal support plans. These were documents to describe what they were wanting to achieve, how they were going to benefit from the support provided and what their goals and outcomes were. In talking to the manager and a customer care supervisor it was agreed these plans could be written more clearly and simply just what the person wants to achieve and how the support will be provided.

Some people got support with their medication. We discussed with the management a couple of improvements that could happen. One was that when people had an 'as required' medication (a medication they only took occasionally, when needed) there should always be clear guidance for staff as to when the person may need it. We also said that though the service audited and checked medication administration records (MARs) for people they supported with medication, it wasn't always clear how they followed up an identified error.

Sometimes the staff member who was down to visit a person supported changed and the person wasn't informed of the changes. We discussed how this kind of planning and communication matter could be improved. Some other matters around communication to staff and rotas were also discussed.

Some staff reported that team meetings and communication for those groups of staff that supported a particular person had fallen behind. We discussed how these matters are really important as they help everyone work as a

team and provide consistent support which result in a person being happier and more settled with their support. It helps to make sure staff follow guidelines and policies and provide high quality support.

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
23 Aug 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
6 Sep 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
9 Oct 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
6 Nov 2014	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 5 - Very good

Date	Type	Gradings	
10 Jun 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
20 Jun 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
14 Dec 2011	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed Not assessed Not assessed
8 Jun 2011	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 3 - Adequate 3 - Adequate
23 Dec 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed 3 - Adequate
2 Jul 2010	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 2 - Weak
11 Jun 2009	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 3 - Adequate
28 May 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 3 - Adequate

Date	Type	Gradings

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