

Leonard Cheshire Disability - South West Scotland - Housing Support Service Housing Support Service

Lochar House
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Dumfries
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Telephone: 01387 711337

Type of inspection:

Unannounced

Completed on:

31 August 2018

Service provided by:

Leonard Cheshire Disability

Service provider number:

SP2003001547

Service no:

CS2004075567

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Leonard Cheshire Disability - South West Scotland is registered to provide housing support and care at home to adults with a learning disability or physical disability who live in Dumfries and Galloway.

The registered manager is based in Lochar House, Dumfries and coordinates the overall running of the service. The service has one deputy manager in the west of the region (Stranraer) and two deputy managers for Dumfries and Annan who manage the staff teams who provide direct support to people.

At the time of the inspection 32 adults were being supported by the service.

Support ranged from a few hours per week to twenty-four hours per day. Support is provided to people within individual tenancies and shared tenancies owned and managed by either Loreburn Housing or Progress Care Housing Association. Each shared tenancy accommodates between three and four people who have their own bedroom and share social space.

Leonard Cheshire Disability as an organisation states it is committed to maximizing personal choice and independence and supports each individual to draw up their own service plan to ensure physical, emotional, social and personal development needs are met in a truly person-centred way. 'The needs and aspirations of the people who use our services are at the heart of all that we do'.

What people told us

Prior to the inspection we issued care standards questionnaires. We received eight completed questionnaires from people who used the service and relatives. These told us that people agreed or strongly agreed that overall, they were happy with the quality of care and support the service provided.

During the inspection we visited Dumfries, Stranraer and Annan and met with 20 people within their own homes and spoke with three relatives. People spoke positively about the support provided and the staff team.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection.

We looked at the service's improvement database and discussed the development of an improvement plan to demonstrate their priorities for developing the service.

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

Support plans were in place which detailed how people's needs were to be met, a number of these were in the process of being updated to reflect people's changing needs.

People living in the West (Stranraer) of the region had undergone a review of their needs. This had resulted in people receiving more one to one support, giving people more choices and control to participate in a range of activities every day, both indoors and outdoors.

Where people's independence, control and choices were restricted, legislation was in place to support this. People were supported to access independent advocacy.

We observed people being supported by staff to communicate in a way that was right for them using their individualised communication aids and/or techniques.

A number of the staff team had been with the service for a considerable length of time and knew the people supported very well. Staff monitored people's health and wellbeing and refer to other services such as GP, social work and dietician to support people to maintain good physical and mental health.

Care and support was provided by a staff team who had been employed through a safe recruitment process.

All new employees completed an induction to the service and probationary period, this included core training to equip staff with the knowledge required to support people.

A continuous training programme refreshed staff knowledge with up to date best practice. Staff could request additional training based on people's individual needs.

Team Leaders had recently attended leadership and management training to support and develop their skills. Some staff had the skills and knowledge to provide training to their colleagues, two staff had very recently qualified as SVQ assessors.

Staff rotas had been reviewed and amended to ensure that the correct number of staff were available to meet people's needs when they required support and a sufficient number of staff were available to respond promptly to people's requests.

During the inspection the staff team were welcoming and helpful; we observed positive interactions between staff and people supported and thought that staff responded to people respectfully.

What the service could do better

The service provider must ensure that conditions of registration number 7, Staff will not use a service users' home as an office base or as a venue for supervision/appraisal or other staff meetings, is adhered to.

The service provider should complete Protection of Vulnerable Group (PVG) scheme update checks regularly to strengthen existing adult protection procedures as per best practice.

The service manager should ensure that a protocol for the administration of 'as required medication' is in place for all people supported where required. All staff must have a full understanding of the protocol and associated guidance to ensure safe and consistent practice in the administration of 'as required' medication.

Some recordings made within people's support plans and daily notes were task orientated and could be improved so records were more person centred and outcome focused.

The staff team should familiarise themselves with the new Health and Social Care Standards, My support, my life and their focus on outcomes for people supported.

The provider should ensure all necessary checks should be carried out including references, and be satisfactory prior to volunteers commencing with the service for the health, welfare and safety of people supported.

The service manager should review how they involve people in the staff recruitment process to give people a choice in the type of person they would like to support them.

Supervision was now happening more consistently across the service, recording of supervision meetings should improve to reflect staff contribution to the meetings and also to evidence reflective practice, including training attended and the impact this has on people's support.

Team meetings' minutes evidenced areas that had been identified and discussed with staff as requiring improvement, during the inspection we found that some staff were not following this guidance, we discussed these with the manager.

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
9 Nov 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
17 Oct 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
28 Sep 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
9 Jul 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
8 Aug 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
23 Aug 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 5 - Very good
18 May 2011	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
20 Sep 2010	Announced	Care and support 3 - Adequate Environment Not assessed Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	2 - Weak
30 Sep 2009	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	3 - Adequate
24 Nov 2008	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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