

Loretto Care South Lanarkshire Personalised Support Services Housing Support Service

22a Mill Road
Hamilton
ML3 8HU

Telephone: 0141 274 8079

Type of inspection:

Unannounced

Completed on:

14 December 2018

Service provided by:

Loretto Care

Service provider number:

SP2006008236

Service no:

CS2007142366

About the service

The provider of the service is Loretto Care which is part of the Wheatley Group. The service provides housing support to people at risk of homelessness and care at home support to people utilising self-directed support (SDS) budgets.

The service is available to adults aged 16 and over with a learning disability, mental health problems, drug and alcohol problems and who may be at risk of homelessness. Support is provided by three staff teams. The service does not provide 24 hour support but operates 365 days a year with a 24-hour on-call service.

At the time of inspection the service supported 71 people.

What people told us

We received a total of 11 questionnaires as part of our inspection of the service. These were completed by people who use the service and/or their relatives. On reviewing these questionnaires we found that 100% of responders completing the question were overall happy with the quality of the service provided.

People who chose to comment in their response told us:-

"I am happy with the service".

We spoke to other people supported by the service and some staff members as part of our inspection visits and found their comments to be similarly positive about the quality of the service. We had no significant concerns.

Self assessment

The Care Inspectorate did not request the service submit a self-assessment as part of this year's inspection process.

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's personal plans should be right for them because they set out how people's needs will be met, as well as their wishes and choices. We found that the service supported people to a high standard to achieve the best results for them. The care plans we reviewed during our inspection were detailed and included appropriate, updated records and risk assessments.

Any treatments or interventions that people experience should be safe and effective. We were satisfied people were getting supported to take their medication. At the time of inspection we were informed no-one received full medicines administering support. The service established that people it supported were sufficiently in control

of their medication and needed support to take them on time through prompting. We could see these prompts were recorded in daily notes in line with best practice guidance.

People we spoke commented positively about the quality of support they received. One person told us that staff were "really brilliant". It was clear from those we spoke to that people had good relationships with service staff and felt they were being supported well.

People should be supported to give regular feedback on how they experience their care and support and the organisation uses learning from this to improve. We could see the service held regular reviews and reviewed people's outcomes using appropriate tools. It maintained very good records of these processes adjusting services in line with people's needs as necessary. The service also carried out regular surveys with people supported to establish their level of performance with regard to the care and support people received. We saw a collation of these questionnaires that had been completed in July 2018. Records we saw gave a very positive view of the service provided.

We could see the service provided activity and very good levels of participation ensuring people could be involved as much as they wanted in developing and improving services as well as attend beneficial activity in the community. We saw an example of people attending stress awareness events.

The service had worked hard to ensure previous areas for improvement identified at inspection had been met.

What the service could do better

We looked through a sample of service records for some financial appointeeships the service managed. We noted that access to bank statements to reconcile people's accounts appeared to be, on occasion, delayed. Although we were satisfied people's monies were being appropriately managed. It is important that the provider gets these statements to the service promptly to allow reconciliations to be completed as soon as possible after each month end. We also noted that double signatures needed to be more consistently used on financial records. The service should also ensure that when passing monies to others on behalf of people supported the individuals receiving the monies should be clearly identified on relevant receipts. These areas for improvement will be reviewed at the next inspection.

We checked the management training oversight records and found little evidence on site to corroborate when staff had completed training. We were satisfied staff had received their training. However, evidencing this can normally be done through viewing any relevant certification or correspondence confirming staff attendance. It is important training completions can be clearly evidenced. We discussed this with the management team who described a recently upgraded system that would allow this to be better evidenced in future. This will be reviewed at the next inspection.

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
1 Feb 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
25 Jan 2017	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
27 Jan 2016	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
9 Jan 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
9 Jan 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
24 Aug 2012	Re-grade	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
29 Mar 2012	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed 4 - Good
3 Sep 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
28 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
17 Nov 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good

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