

## Leonard Cheshire Services (Scotland) - Edinburgh and Fife Support at Home Housing Support Service

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Telephone: 01383 428828

**Type of inspection:**

Unannounced

**Completed on:**

8 May 2019

**Service provided by:**

Leonard Cheshire Disability

**Service provider number:**

SP2003001547

**Service no:**

CS2004076458

## About the service

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

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

At the time of inspection, approximately 54 service users were supported through 'Support at Home' across Fife and Edinburgh. The service also provides support for people using the 'short breaks' that has a base in Edinburgh.

Service users live in their own homes and the support and care is provided on an outreach basis, from the main office base in Rosyth and a smaller base in Edinburgh.

The service operates 24 hours per day; seven days per week, with time allocated to service users according to individually agreed needs.

Referrals to all aspects of the service came from both the local authorities and directly from service users and families/carers.

## What people told us

We gathered feedback from people who used the service and their relatives through questionnaires, telephone conversations and visits to people. People expressed satisfaction with the support they or their relative received. Some of the comments we received were;

- 'I like most of the staff.'
- 'Matching staff to my needs is an issue sometimes'
- 'Very reliable, really good.'
- 'Has made a significant difference as they can now get out of the house for a while.'
- 'I get on just fine with them.'
- 'I'm fully involved and kept up-to-date.'
- 'Staff go above and beyond.'
- 'They are very good to them.'
- 'I'm happy with the support.'
- 'I am very happy with the service.'
- 'Flexible service to meet our needs.'

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

## 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	4 - Good

## What the service does well

People should be confident that their personal plan is right for them because it sets out how their needs will be met, as well as their wishes and choices. People who used this service had a Person Centred Plan (PCP) that had been completed, in consultation with them and any other appropriate people such as family members or social workers. We saw that the information contained in these was set out well and accessible. Information covered aspects of people's support needs and how these were to be met. There was also other important information about people's health needs, what was important to them and how they wished the support to be provided. This level of detail however was not reflected across all the plans we looked at during this inspection (see 'What the service could do better').

Where specific risks to peoples' safety had been identified plans were supplemented with risk assessments which advised staff how to lessen any hazards and to provide support in a safe manner.

People could expect to control their own care and support. It was good to see people continued to be involved in regular reviews of their support and people confirmed that they were fully involved in any changes that were required to their plans. Again we saw that, where appropriate, families and other professionals were involved.

People we spoke to were very happy with the support they received. It was important to people that they knew the staff who would be supporting them and the provider had managed to maintain this continuity very well.

People using the service should have confidence in the staff because they are trained, competent, skilled, are able to reflect upon practice, and follow their professional and organisational codes. Staff training records showed staff had access to a variety of training to support them to carry out their role. This was a mixture of classroom based learning, on-line courses and workbooks. Staff spoken with thought the quality of training was good and helped to equip them for their role.

Staff had access to formal qualifications such as Scottish Vocational Qualifications (SVQ) 2 and 3. Staff spoken with were registered or were aware of the need to register with the Scottish Social Services Council (SSSC).

To support staff to do their jobs the provider had processes such as team meetings, supervision and appraisals where they could share information, experiences, suggestions and issues.

We spoke to staff who had recently or were being inducted. They thought that generally the induction had been good and involved a mixture of training, meeting people, reading key information and shadowing more experienced staff.

Staff told us they had received Adult Protection training and were able to describe the actions they would take if they had any concerns. This helped to ensure that people were protected from actual or potential harm.

The provider had a range of audits and checks in place to ensure the support provided to people was of a good standard. We discussed, with the manager, the importance of these being undertaken regularly and that they are effective in identifying issues, remedial action that requires to be taken by whom, when, and when these are completed. Examples included care file audits and training.

We looked at four files of staff who had recently started work in the service and found that the provider was following best practice in relation to safer recruitment.

The manager or deputy managers visited people who use their service yearly, in between reviews, to seek their feedback on all aspects of the support they receive and suggestions on any areas for improvement.

During the inspection the manager acknowledged that there was a lot of work to do and provided assurances that action would be taken to make the necessary improvements identified during this inspection.

## What the service could do better

In one part of the service, we found important information missing from PCPs and risk assessments. In addition, the details recorded following formal reviews could be improved to be more reflective of the discussions that had taken place and the agreed actions. The manager had implemented a PCP audit in one part of the service where the level of detail was seen to be better. The manager needs to as a priority develop a robust tool for auditing PCPs, risk assessments and review minutes to ensure that information improves.

We discussed with the manager that an overall audit of person-centred plans and risk assessments was required to be implemented consistently across the service to help

Staff told us that they had regular supervision and this was confirmed by looking at supervision minutes. We discussed with the manager during the inspection, and at feedback, how these could be improved by providing more detail about the discussions held and agreements made. The minutes should also contain input from the supervisee in relation to reflecting on their practice and training. Any issues or concerns should be fully detailed and followed upon during subsequent supervisions.

Although staff told us they had access to lots of relevant training, the records we were given to confirm this were inaccurate and did not allow either the provider, manager or us to be assured that all staff had received appropriate training, or identify when any necessary refreshers are due. The manager was working to provide a clearer, more accurate picture which would allow them and the provider to have an effective overview. The manager agreed during feedback that they would forward the updated records to the inspector once these had been received.

The manager planned to revamp the service delivery forms to make the questions contained in these more relevant to the support at home service. The aim of this is to make the feedback received more targeted and use this to drive forward improvements in the support delivered.

Overall, the manager needs to ensure that quality assurance processes are robust and effective at identifying and addressing areas for improvement. **(See recommendation 1).**

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. The provider and manager to ensure that quality assurance processes are effective at identifying any issues and how these are dealt with.

This ensures care and support is consistent with the Health and Social Care Standards which state that, 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 1.15).

## 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).

## What the service has done to meet any requirements we made at or since the last inspection

## Previous requirements

There are no outstanding requirements.

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

There are no outstanding recommendations.

### Inspection and grading history

Date	Type	Gradings
29 May 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
29 Jun 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
12 May 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
7 May 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
7 Aug 2014	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
20 Sep 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
21 Nov 2012	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
28 Feb 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 Dec 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
24 Sep 2010	Re-grade	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	2 - Weak
26 Jul 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
3 Aug 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Jul 2008	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good

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