

Lyle Court Housing Support Service

25 Barnton Grove
Edinburgh
EH4 6EZ

Telephone: 0131 339 1520

Type of inspection:

Announced (short notice)

Completed on:

24 April 2019

Service provided by:

YourLife Management Services Limited

Service provider number:

SP2012011831

Service no:

CS2014332747

About the service

This service was registered with the Care Inspectorate on 27 April 2015 as a combined housing support service and support service - care at home. The landlord is McCarthy and Stone and the care service is provided by Yourlife Management Ltd (Scotland).

The development is located on Barnton Grove, Edinburgh and people living there, referred to as homeowners throughout this report, own the properties within the development.

Homeowners receive weekly domestic cleaning, have the option of a three course lunch in the restaurant and tea trays, can join group and social activities in the lounge and have access to 24 hour staffing (night cover is a staff sleepover for emergencies). Some people request an enhanced service which might include support with personal care, medication, laundry and shopping. Homeowners can choose to receive their care from outside agencies.

At the time of inspection 73 homeowners lived within the development and 18 were receiving care from the staff at Lyle Court.

Yourlife's Management Service Ltd mission statement is:

- 'Yourlife management services aim to provide a first class management service and flexible care operations, supporting an enjoyable and independent lifestyle, enabling people to continue living in their own homes.'

Its aims include:

- Promoting dignity, privacy, respect for human rights, equal opportunities and the right to enjoy the highest possible quality of life.
- Respecting people's individuality, tailored to meet their diverse needs and planned to achieve outcomes desired by the people who use the service so that they can receive the type of support they want, when they need it and in a way that fits into their lives.
- Providing reliable, quality-assured, seamless services within a culture where quality is everyone's responsibility and there is an ethos of continuous improvement.
- Involving people in the way their services are delivered, enabling people to feel included, to have influence and to make choices.

What people told us

Prior to the inspection we asked the service to distribute questionnaires to people using the service. We received 15 responses.

During the inspection we met around 15 homeowners, either in the restaurant, lounge or in their own apartment.

People were generally highly satisfied.

Comments included:

"I am not yet in a position where I need personal care. I am sure though I will need care and support in the future. I have every confidence that the staff will be able to meet all my needs."

"I live a largely independent life. I receive one hour domestic cleaning service each week, the cost of which is in the monthly management charge. I have the staff wash and dry my bedding as I use a walking stick and find it difficult to handle these large items. I use the restaurant for lunch each day if I am in Lyle Court. I handle my own medication. I have no complaints regarding the facilities and staff at Lyle Court. I have a high regard for the estate manager (registered manager)."

"When I first moved here I required little help from staff. However I now need a great deal of help with my personal care and they have met my needs very well. All the staff are kind and friendly."

"I am quite new here and not yet in need of formal care. However the staff are all cheerful and helpful and ensure that I am ok daily."

"I don't like staff smoking outside. Local residents don't like it either."

"I would like to know who everyone is."

"There's not enough life. It's not quite what I expected. Apart from that things are fine."

"There's a need for a better microphone for meetings."

"It's not an easy job and the managers maybe forget some things."

"I've had billing errors, in the past. I was charged for guests I didn't have. It is better now."

"The staff at Lyle Court are friendly and caring. Time is taken each day to fulfil (my friend/relative's) needs, for example, washed and changed bed over and above his personal care needs. We are happy with the care he receives and feels that he is in a safe environment with staff who genuinely care for him and his needs."

"I feel confident my mother is in safe hands."

"I cannot speak highly enough of the management and staff at Lyle Court. Shortly after my mother and (now late) father moved in, it became apparent that both were affected by dementia. Although it was made clear to me early on that - not being a care home - Lyle Court could only continue to support them while they remained relatively independent, it is very apparent that the staff are wholly committed to supporting my mother to remain independent for as long as possible. I have, without exception, always found the staff to be professional, helpful, supportive and really, genuinely caring. It's not just in the way they carry out their duties. It's in the times they've gone above and beyond what they're required to do, in countless small acts of thoughtfulness and kindness which make a huge difference to my mother and her quality of life. I feel that communication between me and the management, with regards to my mother's care, is excellent. In my role as a carer for my mother, I feel they've got my back. And thanks to them, I am able to be a daughter more of the time than I might otherwise. I know that mum is being well looked after, she is happy at Lyle Court. For this I am eternally grateful to the management and staff."

Comments from professionals included:

"Staff at Lyle Court have always been courteous and helpful whilst maintaining a professional conduct. Knowledge is usually appropriate for the level. From my part I feel staff can be overly cautious about the medical

welfare of the residents but that is not uncommon amongst staff caring for an elderly cohort. There has always been a supervisor or manager available when I have required information or needed to pass on information. I genuinely believe that staff at Lyle Court have the best interests of the resident in mind at all times. From what I have witnessed, they try to address any concerns and actively try to improve quality of life for those residents under their care."

Self assessment

There was no requirement for the service to provide a self assessment for the inspection year 2018/19. Issues relating to quality assurance, feedback from people using the service and their relatives along with the quality of the service's improvement plan are considered throughout the inspection.

From 1 April 2018, the new 'Health and Social Care Standards' replaced the National Care Standards. These seek to promote and improve outcomes for people who experience care. Services should now be providing support in accordance with these standards.

These are:

- 1: I experience high quality care and support that is right for me.
- 2: I am fully involved in all decisions about my care and support.
- 3: I have confidence in the people who support and care for me.
- 4: I have confidence in the organisation providing my care and support.
- 5: I experience a high quality environment if the organisation provides the premises.

The full Standards can be viewed at:

<https://scotgov.publishingthefuture.info/publication/health-and-social-care-standards-my-support-my-life>

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

Homeowners were very happy with the quality of care and support they received. They felt reassured that support was there when it was needed.

An initial assessment with prospective homeowners formed the basis of each support plan. We saw that personal support plans had improved and were individualised and more outcome focused. Homeowners, and where appropriate their representatives, were involved in reviewing their support.

Homeowners were very well-known by staff and managers. This knowledge was used to ensure people experienced a person centred service. Staff were seen to be attentive. We observed gentle, encouraging interactions, reminding and reassuring people. People were spoken with warmth, respect and compassion, in keeping with the Health and Social Care Standards (HSCS).

Staff were enthusiastic and worked well together. They were alert to any changes and communicated concerns appropriately, for example with families. They sought to understand people's communication and behaviour and any underlying causes of difficulties. There were good links with external professionals and staff were knowledgeable about referral pathways when people needed more support.

There were regular and varied activities taking place, some organised by the manager and many organised were homeowner led. People were helped to get to know and have good relationships with fellow homeowners. People were also encouraged and supported to maintain as many links with the community as they wished.

There were very good opportunities for homeowners to participate meaningfully in how the service was provided. For example through the homeowner committee ('everything is run past them') and annual satisfaction surveys. Homeowners agreed to take part in any recruitment of senior staff. There were good efforts to promote inclusion, for example, providing information in a variety of easy access formats.

People could readily access the manager or a duty supervisor and the area manager was a regular visitor. We saw that they acted to address any issue raised, many of which were property matters.

The service was flexible, for example Lyle Court could provide 'ad hoc' cover on request such as to when a homeowner's main carer was unavailable.

People experienced consistent care and support from a small team of staff who respected their rights and promoted their independence. Staff turnover was low and there was no use of agency staff.

The service enabled people to live in their homes for as long as possible and enabled successful returns from hospital.

Outcomes included:

- Support to regain skills, confidence and mobility which meant some people could reduce their support hours.
- Feeling happy about receiving support from a small group of mature staff, as requested.
- Better orientated to daytime /night-time with help from staff.
- Reduced anxiety about showering, taking medications and maintaining weight (previously supported by another agency).
- Relative feeling more reassured with the in-house care.

We found there was an ongoing commitment to continuous improvement. For example, the area manager had revised its induction training and was looking to develop dementia training; the manager was working with health colleagues to respond to people's increasing frailty; planning was underway for Scottish Vocational Qualifications (SVQ) assessment for staff; the majority of staff were now registered with the Scottish Social Services Council (SSSC).

What the service could do better

We discussed the Care Inspectorate's expectation that all services have an improvement plan. This should show how feedback from homeowners is used to drive improvements.

We made a number of suggestions for improvement including:

- Reassuring homeowners concerns about funding.
- Introducing personal file audits to check for gaps/updates needed.
- Collating and reviewing the service's overall performance in supporting people's outcomes.
- Better recording of six monthly review meetings.
- Accessing free adult protection training with Edinburgh Council.
- Developing the quality of team meetings and supervision. Supervision is an expectation of the SSSC as set out in the employer codes of practice.
- Developing team members to be 'champions' for areas of practice such as dementia; health and safety.

We also provided examples of recording tools, for example a medication competency assessment; a sample improvement plan and a review recording template for the service to adapt to suit its needs. We suggested improvement for the Service User Guide and suggested that homeowners may also have ideas about what would make this clearer or better.

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.

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	
10 Apr 2018	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
6 Apr 2017	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
7 Apr 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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