

## Community Lifestyles - Glasgow West Support Service

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**Type of inspection:**

Unannounced

**Completed on:**

25 January 2019

**Service provided by:**

Community Lifestyles Limited

**Service provider number:**

SP2004006681

**Service no:**

CS2015340526

## 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](http://www.careinspectorate.com)

Community Lifestyles - Glasgow West was registered with the Care Inspectorate in January 2016 to provide a care at home service to children, adults and older people with a disability living in their own homes and in the community. The managing provider is Community Lifestyles Limited.

Support provided to people can range from an hour a week to 24 hours a day. At the time of the inspection the service was provided to 180 people living in the North and West of Glasgow.

The registered manager and support and development managers co-ordinate the overall running of the service. Assistant support and development managers along with team leaders locally manage the staff teams of support workers who provide direct support to people.

One of the aims of the service is stated as "We believe in the uniqueness of each individual and that anyone who requires support should be at the centre of planning and deciding how to use their support, whether this is in their own home, at school, college or in their community".

## What people told us

Comments received from people experiencing the service indicated that there were high levels of satisfaction with the care and support provided. We heard about the positive impact that this had for each person.

"The support I receive has been the best decision that I ever made, the staff are like family to me. I think it is good I help new staff understand what it is like be someone who receives support."

"The service is reliable, flexible and the staff are tuned in to my needs. There are no issues."

"I feel safe as a result of the support, I had a history of falls. I am supported to keep my independence."

"All the staff treat me well and I know them all."

"They are all a good bunch (staff), I have nothing to complain about."

"My mother is a service user and she is very happy with the level of care and support. All the staff are very friendly and professional."

We heard how the supports had helped individuals to meet their aspirations. Examples included attending a rock concert in mainland Europe and going on holiday.

## Self assessment

The service did not require to submit a self assessment for this inspection, however the manager and staff used tools to quality assure the service that informed the service improvement plan.

## 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 who experience the service and their families are encouraged to have a say on the planning and delivery of individual supports as well as the ongoing development and improvement of the service. A good example is the 'Your Life...Your Support' group using independent advocacy to look at any improvements the service needs to make. We concluded that the service is proactive in eliciting people's views and produced a comprehensive action plan to build on existing good practices of staff and help ongoing development of the service to benefit service users.

Other examples of supported people's involvement include the development of new staff, helping them understand what is important for maintaining dignity, privacy and how support and care needs to be personalised in order to meet the wishes and preferences of each person.

Support plans reflect what is important to each person to guide staff on the best ways of supporting them. People can be confident that care reviews are being used to check if there are any changes with their care or support needs and inform any changes needed to the support plan or risk assessments. This means that there should be a continuity of approach by staff.

Service users benefit from on-going monitoring of their health and wellbeing needs and can be confident that staff are pro-active in requesting involvement from a range of professionals when they detect changes. This helps keep people as well as they can be.

We found a good level of detail in the crisis intervention support plans that help identify triggers and interventions to reduce stress and distress and good evidence of the interventions being reviewed to ensure their effectiveness.

We observed warm, trusting and compassionate interactions between staff and the supported people. Support plans contained detailed information of people's life history and very good information on how to communicate with individuals which took account of their cultural and religious beliefs.

People can be confident that the service uses a robust recruitment process to help ensure that they are kept safe. This includes carrying out pre-employment checks to ensure that there are no outstanding areas which may place people at risk of harm.

We discussed how collating records relating to competency assessments carried out at interview and service user involvement could be retained within the staff recruitment file.

Service users can be re-assured that staff undergo a comprehensive induction training programme to help equip them with necessary knowledge and skills prior to providing support.

The probationary programme is an effective way of checking staff practice and identifying any ongoing training and development needs.

A blended approach of on-line and face to face training is used with staff which includes assessment of competencies. Tailor made training is provided to staff to help them meet the changing needs of people. Staff shared examples of how this training made them feel more confident and able to respond better at meeting the needs of individuals. For example using different moving and assisting techniques.

People who experience the service benefit from training which is underpinned by health and social care standards. This means that staff are helped to understand how these should influence their day to day practice.

Staff meetings are used to discuss the ongoing needs of individual service users and a collaborative approach is used to identify strategies or different approaches. This means that service users can be confident that staff are informed of the best approach for meeting their needs. Staff communicated that there are good supports provided by line management which helps build their confidence when carrying out their role.

Staff benefit from having planned supervision sessions whereby they can discuss current issues and reflect on how they can improve practice. We identified that the frequency that they occur within some teams could improve. However, the organisation is aware of this and was committed to taking this forward. Staff shared that they can make contact with line management out with planned supervision when they need guidance or direction.

We looked at the systems the service had in place to ensure staff were appropriately registered with the Scottish Social Services Council (SSSC). Currently there were fifteen support workers and supervisors registered with the SSSC. All newly recruited and promoted staff are required to register as part of their conditions of employment. The induction process includes information to assist new staff members to register and the six month probation period cannot be finalised until registration is completed. The service is taking a phased approach to registration with those staff already employed when the register was opened to enable them to meet the registration deadline in 2020. Managers are updated of employees registration status on a monthly basis.

## What the service could do better

The service over recent months had implemented the new support plan format and we found that some people's support plans were incomplete and had not fully transitioned to the new format.

We found that some six monthly reviews had not taken place. The content of some reviews were not as dynamic or outcome focussed as they could be and some lacked information on planning for the next six months. The manager told us that work was to take place to improve the outcome focus of reviews and was looking at staff development to help achieve this.

We found that there was little information within the support plans regarding anticipatory and end of life support plans. We signposted the manager to the best practice document, "Anticipatory care planning: Guidance for professionals".

## 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](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

#### Recommendation 1

The service should make available information that details the collective results of feedback gathered from service users, relatives, staff and external stakeholders. This should also include action that the service needs to take in response to the feedback gathered and how this influences the on-going development of the service.

National Care Standards, Housing Support Services, Standard 3: Management and Staffing Arrangements

National Care Standards, Care at Home, Standard 4: Management and Staffing Arrangements

**This recommendation was made on 3 May 2018.**

#### Action taken on previous recommendation

This recommendation has been met, see main body of the report.

## Inspection and grading history

Date	Type	Gradings
15 Mar 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
28 Mar 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good

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