

Shared Lives (Midlothian) Adult Placement Service

Fairfield House
8 Lothian Road
Dalkeith
EH22 3AA

Telephone: 01312703706

Type of inspection:

Announced (short notice)

Completed on:

15 August 2019

Service provided by:

Midlothian Council

Service provider number:

SP2003002602

Service no:

CS2007149597

About the service

Shared lives (Midlothian) provides adult placement services to a number of adults with mild to moderate learning disabilities in Midlothian. The service is a "Community based service that seeks to support people to achieve better outcomes they have identified, through providing personalised support to individuals in their own communities."

The service provided the following aspects of care:

- Day care
- Short breaks
- Long-term placements.

Shared Lives vision is "To assist every service user to achieve independence, dignity, choice, rights and fulfilment. We seek to do this by using the strengths of individual families and the community".

What people told us

People told us that they valued the support of their carers and enjoyed the time they spent with them. Many of the service users had been supported by their carers for a long time and had built very good working relationships.

Carers felt supported by the Shared Lives workers through regular support meetings and on-going training and development opportunities.

Self assessment

We are not asking services to submit a self-assessment for this inspection year. Instead, we will ask services for their improvement or development plan and discuss any improvements they may have made or intend to make since the last inspection.

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

Many of the carers have supported the same person for a long period of time, either as a long-term placement, day care, or through short breaks. Therefore, very positive working relationships have been formed and the carers know people's care needs well and deliver them in a consistent manner. People told us that they enjoyed their support time with their carers and that dignity and respect was always shown .

It is important for people to feel they have a degree of control as to how they live their lives. Through our discussions with people, observations of practice and viewing peoples support plans, we found the service to be very person centred. People were actively involved in decision making around what they would like to do with the time they have with their carers.

How people spend their day is important in maintaining people's physical and mental wellbeing. We heard of many good outcomes being achieved by people; holidays, sustaining friendships and engaging in community activities.

People are regularly asked for their opinions on how the service can be improved at regular meetings, including seeking their opinions on the quality of their carers. Feedback from people was very positive.

The carers we met with also told us that they felt very much supported by the Shared Lives staff team. Regular carer meetings were held either on a one to one basis or in a group setting, sharing good practice information or listening to external speakers in relation to some of the more complex support needs that they may support people with.

Personal plans should give clear direction about how to meet the care and support needs of people as well as details of their personal interests and preferences. The care related documentation we sampled was found to be of a high standard. They were written in an easy to read layout which supports people to be involved the development of them and understand their content.

It was evident that supported people, their relatives and health professionals were actively involved in the assessment of needs and developing a personal plan. The care planning reflected the culture of promoting independence and choice as much as possible.

Where people have had their care and support needs reviewed, these were being recorded to a very good standard; capturing the discussions held and actions agreed. The review meetings covered the outcomes and goals people would like to achieve over a period with the support of their carers.

What the service could do better

We made a recommendation at our last inspection for people to have their care plans reviewed every six months to ensure they continued to meet people's care and support needs. There continued to be a degree of inconsistency in terms of how often these reviews were being held. We have therefore repeated this area for improvement.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should ensure that people's care and support needs are reviewed on a six monthly basis (or more often as and when required or changes occur) to ensure their needs are continuing to be met.

This is to ensure the care and support is consistent with the Health and Social Care Standards which state: "I am fully involved in developing and reviewing my personal plan, which is always available to me." (HSCS 2.17)

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

Recommendation 1

The support plan should show evidence of review at least once in a six-month period.
The plan should reflect up to date, relevant support information.

National Care Standards, Adult placement service - Standard 6, support arrangements.

This recommendation was made on 29 November 2017.

Action taken on previous recommendation

We identified that the service still needed to make improvements to the frequency of support plan reviews being held with people and how they are recorded. We have therefore repeated this recommendation.

Inspection and grading history

Date	Type	Gradings
29 Nov 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 5 - Very good
1 Aug 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good Not assessed
30 Sep 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
31 Oct 2014	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 3 - Adequate
20 Jan 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 4 - Good
7 Mar 2013	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
13 Aug 2010	Announced	Care and support Environment Staffing 5 - Very good Not assessed Not assessed

Date	Type	Gradings	
		Management and leadership	4 - Good
22 Feb 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
12 Mar 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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Care Inspectorate
Compass House
11 Riverside Drive
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