

Mears Care - Edinburgh, Lothian & Borders Learning Disabilities Housing Support Service

Unit 11
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Telephone: 0333 321 1909

Type of inspection:

Unannounced

Completed on:

14 November 2019

Service provided by:

Mears Care (Scotland) Limited

Service provider number:

SP2009010680

Service no:

CS2011300948

About the service

Mears Care - Edinburgh, Lothian and Borders Learning Disabilities is part of Mears Care (Scotland) Ltd. The service is registered to provide a housing support and care at home service to adults with support needs living in their own homes. The service is available 24 hours a day, seven days a week. The service is delivered in a combined way and is therefore regulated as a combined service.

The level of support provided to each person varies depending on their individual needs. Some people receive support on a 24-hour basis whilst others receive set hours to engage in social activities.

At the time of this inspection support was being provided to 15 people living in Edinburgh and West Lothian and 3 people living in the Scottish Borders.

The service is provided from an office base in Dalkeith, Midlothian. The service has a manager, two supported living managers and a team of support workers.

It is the aim of Mears to "deliver a service of care and support services to meet the needs of service users in their own environment. This will be achieved by promoting a standard of excellence, which embraces fundamental principles of good care practice as set out in the National Care Standards".

What people told us

We visited the homes of four supported people in the Scottish Borders and West Lothian areas. We also spoke to five relatives on the phone to gather their views on the service and the outcomes people were experiencing.

We also assessed the feedback we received from supported people and their relatives who completed our pre-inspection questionnaires. This assisted us in the planning of our inspection.

The feedback from those we spoke with was very positive. People praised the quality of the support staff, describing them as very caring and professional. They knew the care and support needs of people well and positive working relationships have been formed.

One relative told us that he felt their daughter had really flourished with being supported to be involved in community-based activities.

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

The service was performing to a very good standard in terms of meeting the care and support needs of people. Staff demonstrated the principles of the Health and Social Care Standards in their day to day practice, ensuring those they supported came first and promoted person centred practices very well.

Warmth and compassion were shown by staff and people responded well to this, achieved through the positive working relationships which have been formed.

People told us that they were happy and participated in meaningful activities both within their home and out in their local community. For those who were unable to communicate verbally we could tell through their expressions and non-communication just how much they enjoyed their lives and were supported to get the most out of life.

People experience support that promotes independence, dignity, respect and choice, they feel connected as they are enabled to maintain and develop relationships within and outside the care home.

The Keys to Life Strategy, which promotes the healthy living lives of those with a learning disability was embedded within the service. People had regular GP check-ups, annual flu vaccines, health screening and exercise to support people's wellbeing. The service also had positive relationships with external support agencies to maintain the good wellbeing for people.

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 and in easy to read format for people. Plans were outcome focused, detailing the goals they would like to achieve.

Six monthly reviews were undertaken and recorded well, capturing the discussions held and actions agreed. We particularly favoured the check list at the end of the review process to ensure other relevant documentation like risk assessments was up to date to reflect the risks identified.

The service has recently reviewed their recruitment practices and now manage the recruitment of support staff locally. This enables the managers to have enhanced involvement and has streamlined the process.

Staff receive comprehensive induction and on-going re-fresher training in both mandatory subjects and any additional required training needs to fully meet the care needs of people. Records sampled gave us the assurance required that the service was performing relatively well in this area.

Staff told us that they felt supported in their roles and received regular support and supervision from their line manager. Although the office was some distance from staff in the Scottish Borders for example, this had no impact on the support staff felt they had, with the addition of management on-call as and when required.

Morale was good amongst the team who performed well together, and staff meetings were held regular in their areas.

What the service could do better

When we sampled people's care and support plans, we did not always see copies of relevant supporting legal documentation for people who were not fully able to express their wishes and preferences. This would detail those who have a legal authority to ensure this is being done in a way which protects and upholds people's rights.

Some medication errors have occurred in the past few months, however the service has addressed this well with staff either at team meetings or on an individual basis. We will continue to monitor this at future inspections.

From the training matrix we were provided a copy of, we did identify some gaps in the re-fresher training for staff, but this was being addressed well by the manager.

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
9 Nov 2018	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 5 - Very good
9 Nov 2017	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 4 - Good Not assessed
15 Nov 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good Not assessed
17 Nov 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
13 Nov 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 4 - Good 5 - Very good
13 Feb 2014	Announced (short notice)	Care and support Environment Staffing 4 - Good Not assessed 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
14 Feb 2013	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	3 - Adequate
13 Nov 2012	Announced (short notice)	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
4 Sep 2012	Announced (short notice)	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	2 - Weak

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