

## Motherwell Home Support Service Housing Support Service

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**Type of inspection:**

Unannounced

**Completed on:**

16 October 2019

**Service provided by:**

North Lanarkshire Council

**Service provider number:**

SP2003000237

**Service no:**

CS2004071347

## About the service

Motherwell Home Support Service is provided by North Lanarkshire Council and offers a care at home and housing support service, for people who live in Motherwell area. The service employs around two hundred home support workers, who deliver the care service, to over five hundred service user's in their own home.

There has been a steady increase of people with complex health and care needs who are choosing to remain in their own homes. North Lanarkshire Council recognises the changing needs of individuals in their community and the need to adapt to these changing needs, by offering a flexible needs led service, which will enable people to remain in their own homes and prevent admission to hospital or 24 hour care environments. There are three teams of home support consisting of an intensive team, reablement team and a mainstream team. The aim of the intensive team is to provide flexible, intensive home support for a limited period of time, rather than as a long-term support package. The reablement team provide a rehabilitation programme to service users which focusses on maximizing independence following an illness or stay in hospital. Finally, the mainstream team provide support for individual's who require regular and on-going support depending on the individual's needs. The service aims to improve health and wellbeing outcomes, experienced by service user's and their carers by providing the 'right support, right time, right place'.

The service was registered by the previous regulator in 2004-2005 and the Social Care and Social Work Improvement Scotland in April 2011.

## What people told us

Prior to the inspection, we obtained service users views from questionnaires and from telephone calls. In addition, during the inspection we accompanied support workers during their shifts to observe practice, read documentation and speak with service users and their carers/families. In general, the feedback that we received was very positive in relation the support and care from the support workers. Individuals spoke positively about the manner with which support workers undertook their duties and people expressed gratitude for a range of positive outcomes, which they benefitted from. As a result, of using the service such as, ability to remain in their own homes, timely discharge from hospital and feeling safer with in their own homes. Service users and their families spoke of the lack of information regarding the care provision and also the lack of consistency in care times and support workers. Some the comments that we received were:

'Happy with the people who come but never can come when they say'

'Constant changes of staff recently have been upsetting'

'When I receive consistent staff my service is very good'

'There are too many strangers attending to my care and this can feel unsettling'

'Staff say their names but too many to remember'

'I have had a large number of carers. Most are helpful, caring and sympathetic'

'I have great support girls at this moment in time, but it can change'

'We are extremely happy with the care my mother is currently receiving from the carers'

'Generally the care provided is good'

'I preferred it when I had an idea who was coming in'

'Most of the carers in attendance are excellent and very attentive to my mothers needs'

'I would like my time of support to remain as we agreed and not changed around - this can happen regularly and I am stranded in my bed until they arrive'.

## Self assessment

A self-assessment was not requested prior to this inspection.

## From this inspection we graded this service as:

Quality of care and support	4 – Good
Quality of staffing	5 – Very Good
Quality of management and leadership	5 – Very Good

## Quality of care and support

### Findings from the inspection

At this inspection, we found that the service was performing at a good level for this theme.

The service offers personal care support and housing support to service users in the Motherwell Locality, enabling people to remain as independent as possible, within their own homes. Service users receive support with a range of personal care tasks and some domestic duties. The service provides home support in the form of a reablement team, intensive team and mainstream support with support times varying depending on the individual's needs. In particular, service users receiving support from the intensive and reablement teams, benefit from a multi-agency input. It is clear that these intervention are improving outcomes for service users, such as independence, increased levels of confidence and enabling individuals to receive end of life care at home.

At the last inspection, we noted significant progress had been made to improve the quality of assessment, care planning and reviews. We were pleased to see that this direction of travel has continued. We saw evidence of reviews being carried out within six months and also over shorter timescales, when the individuals circumstances had changed and a review was deemed necessary. We were able to offer suggestions as how these could be further improved and reminded the service that risk assessments should accompany the care plan to inform support workers and others as is needed.

During the inspection, we shadowed a number of support workers in the community and spoke with a number at their team meetings. Support workers and managers demonstrated a strong value base and commitment, to maintain or improve the health and wellbeing of service users in their own homes.

The method of communication of the planned care provision to individuals and their families continues to require improvement. We found that the information sent to individuals and their families advising them of the planned care often arrives midweek and is not accurate. Individuals explained that this can cause them some anxiety, as they do not know who is supposed to be arriving.

Service continuity and consistency appears to be the greatest challenge which has a direct impact on the service users outcomes. Some people expressed real concern regarding the number of carers that they receive support from and the negative impact that this has on their sense of safety in their own home. A number spoke of the difficulty of not being able to build trusting relationships with their support workers, due to the constant changes in provision. This is particularly difficult when they require support with personal care needs.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of staffing

### Findings from the inspection

At this inspection, we found that the service was performing at a very good level for this theme.

During the inspection, we shadowed a number of support workers in the community. They demonstrated a strong value base and good skills with a view to maintaining or improving the health and wellbeing of individuals in their own homes. From the feedback in questionnaires and interviews we were able to conclude that staff are motivated to deliver a quality service, that seeks to uphold individuals human rights. Staff indicated that they felt supported by management.

At the last inspection, the locality had organised for Alzheimer's Scotland to facilitate training at the skilled level in line with the national dementia strategy: Promoting Excellence in Dementia Care. This endeavour has continued with reflective practice opportunities and supporting some staff members to progress in further training opportunities. Staff continue to speak very positively about this opportunity and the relevance of this learning for their roles in the community. Indeed, during the inspection, we observed some very good practice by support workers with individuals with dementia.

The service facilitates regular meetings and opportunities for staff to meet and discuss all aspects of service delivery. Staff are being offered regular supervision with their line managers and we were encouraged to see that staff are being supported to reflect on their practice and competencies.

The service has commenced registering support workers with the Scottish Social Services Council and we found that a large proportion on workers have already obtained the necessary qualifications.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of management and leadership

### Findings from the inspection

At this inspection, we found that the service was performing at a very good level for this theme.

The management have shown commitment to the areas of improvement identified at previous inspections. We observed a significant improvement in the quality of care planning and reviewing resulting in two outstanding requirements being met.

The management have a number of methods in place, to monitor and review all aspects of service delivery, particularly where there has been a problem and there is scope for learning. These systems have incorporated some analysis and evaluation of service delivery failures in order to take appropriate preventative action. We were able to observe a number of methods to liaise with individuals and their families and involve them in assessing the quality of the overall service.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

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

### Previous requirements

#### Requirement 1

Medication must be managed in a manner that protects the health and wellbeing of service users. In order to achieve this, you must ensure that a care plan and supporting recording documentation is in place and that all staff involved in supporting service users to take medicines have been trained and assessed as competent to do so.

This is to comply with: SSI 2011/210 Regulation 4 - Welfare of Users

**This requirement was made on 10 November 2016.**

#### Action taken on previous requirement

During the inspection, we visited service users in their homes and spoke with support workers. We observed that staff were vigilant in supporting with medication and the assessment and recording of medication needs and

provision was appropriate. Staff have been provided with medication training in line with the new medication policy and the service intends on rolling this out within the locality. Managers are also intending on providing additional refresher/support groups for anyone who would benefit from additional training. Therefore, this requirement has been met and we will continue to monitor the assessment, recording and staff practice with medication management in future inspections.

**Met - outwith timescales**

## Requirement 2

The provider and management must develop and implement procedures to ensure that the registered service and their staff complete the six-monthly reviews of all individual's personal plan as per the legislation. The format used to record the six-monthly care review meetings, must fully reflect the discussions that take place and inform current planning of care and support.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), Regulations 5(2)(b)(iii) Personal plans.

Timescale for implementation; to commence upon receipt of this report and be completed within six months.

**This requirement was made on 6 October 2015.**

### Action taken on previous requirement

At the last inspection, we noted that significant progress had been made and we were pleased to see that this direction of travel has continued. We saw evidence of reviews being carried out within six months and also over shorter timescales, when the individuals circumstances had changed and a review was deemed necessary. Therefore, this requirement has been met.

**Met - outwith timescales**

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

### Previous recommendations

There are no outstanding recommendations.

## 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).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
30 Oct 2018	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate Not assessed 5 - Very good 4 - Good
27 Nov 2017	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate Not assessed 4 - Good Not assessed
10 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good Not assessed
27 Aug 2015	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
1 Sep 2014	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
29 Aug 2013	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate Not assessed 4 - Good 4 - Good
16 Aug 2012	Unannounced	Care and support Environment 5 - Very good Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	4 - Good 5 - Very good
24 Jun 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
31 Jan 2011	Announced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed Not assessed 3 - Adequate
25 Feb 2010	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 4 - Good 3 - Adequate
31 Mar 2009	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 3 - Adequate



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