

# Leonard Cheshire Disability - Trafalgar Lane - Supported Living Housing Support Service

28/14 Trafalgar Lane  
Edinburgh  
EH6 4DJ

Telephone: 0131 554 5694

**Type of inspection:**

Unannounced

**Completed on:**

19 November 2019

**Service provided by:**

Leonard Cheshire Disability

**Service provider number:**

SP2003001547

**Service no:**

CS2006118872

## About the service

Leonard Cheshire Disability's Trafalgar Lane service was registered with the Care Inspectorate on 01 April 2011 as a combined housing support and care at home service for adult with disabilities. The service is based in Leith and provides person centred care and support to people living in their own homes.

Trafalgar Lane is managed by Leonard Cheshire Disability, a national charity and support provider. They describe their aims in terms of how they will impact on people as:

- Disabled people feel respected, valued and safe, choose where and how they live, and participate freely in social and leisure activities.
- People achieve improved learning outcomes, their aspirations for work, and financial control.
- People can optimise their health and wellbeing.

## What people told us

We received three care standard questionnaires from people experiencing care or their families and met all six people receiving support from the service. Feedback was generally positive, people commented;

"it's good it's okay

"everyone shows care and compassion"

"the service has been absolutely brilliant"

"my social activity times could be more actively used"

"all staff seem very friendly and kind towards (Relative)"

"overall, I am happy with the quality of care and support but, there is a high staff turnover"

"(Relative) is a happy and contented gentleman and feels well supported in his flat".

## Self assessment

We did not ask the service for a self assessment at this time, but were encouraged at how the service had implemented the health and Social Care Standards into its daily work and reflective processes.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

## What the service does well

We evaluated the care and support of the service as adequate. We observed warm, respectful and friendly relationships between people and the staff. People commented on their support and how they enjoyed elements of this:

"It's good - I go out with my support worker; we go to play pool and sometimes to the pictures; anything I want to do"

"I am supported to cook - sometimes curries and mince".

People were asked to give feedback on their activities and pictorial aids were being used to develop informed choice for people.

Care plans included detailed background and personal preference information within a "one-page profile", this was clearly person led and expressed the aspirations of the person. Some plans were being developed to include pictorial planners, these were good examples of the service using creative ways to engage the person in developing their activities and support.

Some plans included personal outcomes and action plans on how these would be achieved. Care plans were in the process of being transferred to a new format, as it had been identified by the manager that these were bulky, and information was hard to find.

The service had developed positive partnerships with health professionals, and this had clearly benefitted people's health conditions. Medication administration and personal money audits were thorough, and any errors were dealt with appropriately.

We evaluated the staffing of the service as good. Feedback from people and relatives was positive. People commented that after a difficult period of transition and significant changes in the staff team, there had been improvements in the practice of staff and that they were happier with the service that was being provided;

"there's been a lot of changes in staffing - it was too friendly; it seems more professional since (manager) came"

"the new staff have been doing a good job"

"I feel respected, they always ask my opinion on things. Sometimes I don't like them asking me personal questions, but I know they have to".

New staff members explained how supportive their induction period had been and that they had accessed training which had supported them in their job. Supervision processes had been improved and staff felt that they could easily access support and guidance from the manager.

Staff were being encouraged to reflect on their practice within supervision and team meetings using the Health and Social Care Standards. The team had worked well together and had encouraged new staff, one staff member commented;

"it's much more of a team than I have ever worked with before. The team is absolutely fantastic, they have showed me rather than telling me".

## What the service could do better

Although some people were active and busy, others told us that their lives were not busy enough and that they felt socially isolated and bored. Some people were unable to take part in regular activities as the service was short staffed, a lack of communication and negotiation around this issue had impacted negatively on people, people commented;

"I don't know who's coming"

"there was no discussion I was just told, have a conversation with me about it"

Some people did not receive the care and support identified within their care plan, as staff were using different approaches and this had caused a lack of consistency, one staff member commented;

"everyone has their own ways of doing things". The manager agreed that this would be improved using reflective practice along with the development of the new care plan formats.

Some people were not encouraged to be as independent as they could be, and risk averse practices were deskilling people. (See recommendation 1).

One person commented;

"I can't make myself a cup of tea, I used to be able to do this, but staff think I'll burn myself".

People commented that their care and support had improved in recent months and that they were being listened to more by the staff and management, however some people were frustrated that they had to repeat requests for support:

"sometimes I have to ask several times to get support"

"there has been a lack of support using my communication and despite my family asking on numerous occasions for it to be used to give me more choice of what I wish to eat and do socially"

"morning shifts don't pass on information to evening shifts".

Consultation processes had been developed by the management but had not been used in a meaningful way to gain insight from people on what was important to them, in terms of their personal support and the development of the service. People commented that they had not been adequately involved in discussions about changes in the on-call processes or encouraged to engage with the recruitment and selection of staff (see recommendation 2).

Although staff training was a priority for the service, staff were not formally trained in supporting people with visual and hearing impairments, this had led to a lack of understanding of the needs of people. The manager had started to implement visually engaging communication resources to aid communication but agreed that additional training was required for staff.

## Requirements

Number of requirements: 0

## Recommendations

### Number of recommendations: 2

1. To make sure that people are as independent as they can be and can live full, and meaningful lives, the provider should ensure that people are supported and encouraged to take life enhancing positive risks in their daily lives.

This is consistent with Health and Social Care Standards 1.3 "If my independence, control and choice are restricted, this complies with relevant legislation and any restrictions are justified, kept to a minimum and carried out sensitively", 2.2 "I am empowered and enabled to be as independent and as in control of my life as I want and can be", 2.24 "I make informed choices and decisions about the risks I take in my daily life and am encouraged to take positive risks which enhance the quality of my life and standard 2.25 "I am helped to understand the impact and consequences of risky and unsafe behaviour and decisions".

2. To make sure that people are actively involved in leading and developing their support, the provider should ensure that people are enabled to give meaningful feedback and be involved in any changes to their support and the recruitment and selection of staff wherever possible.

This is consistent with Health and Social Care Standards; 2.11 "My views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions", 4.6 "I can be meaningfully involved in how the organisations that support and care for me work and develop", 4.7 "I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership", 4.8 "I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve" and standard 4.9 "I can take part in recruiting and training people if possible".

## 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

There are no outstanding recommendations.

### Inspection and grading history

Date	Type	Gradings
6 Jun 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
12 May 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
29 Jul 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
23 Apr 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
22 Apr 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
1 May 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
25 Apr 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Jun 2011	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
26 May 2011	Unannounced	Care and support	1 - Unsatisfactory
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
14 Mar 2011	Unannounced	Care and support	1 - Unsatisfactory
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
28 Apr 2010	Announced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
6 Aug 2009	Announced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	2 - Weak
30 Jun 2008	Announced	Care and support	1 - Unsatisfactory
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	2 - Weak

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