

Potential Living Housing Support Service

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Telephone: 01698 244 344

Type of inspection:

Unannounced

Completed on:

21 February 2020

Service provided by:

Potential Living

Service provider number:

SP2003000239

Service no:

CS2004069056

About the service

The service has been registered with the Care Inspectorate since it was formed in 2011 and has been operating since 1982.

Potential Living is a housing support and care at home service which provides support and care to approximately 70 people across the North Lanarkshire area who have learning disabilities and sometimes additional physical and mental health problems.

The aims of the service are to provide care and support to older adults and adults with learning disabilities and/or physical disabilities which helps them to remain in their own homes and to provide care and support within the person's community so that they can fulfil their potential.

What people told us

We received a total of nine questionnaires as part of our inspection of the service. These were completed by people who use the service and/or their relatives. On reviewing the responses we found that 100% of those completing the questionnaire were overall happy with the quality of the service provided and 100% felt their views were listened to by the service.

As part of the inspection we carried out seven visits to people being supported by the service. We met with some relatives and observed the quality of care being provided during the visits. We found that people were very happy with the care provided and people's needs were being met and outcomes achieved.

The following comments were made during the inspection:

"My [relative] is well looked after by Potential Living."

"The staff are professional and well trained."

"My [relative] is very happy with the support."

"The staff and management team go above and beyond and they supported all the family and my [relative]."

"The staff have been there for years and my [relative] is really happy which is the most important thing."

"My [relative's] life is much better than it would have been with me."

Self assessment

The Care Inspectorate did not request the service submit a self-assessment as part of this year's inspection process.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

Personal plans (sometimes referred to as care plans) should be right for people because they set out how people's needs should be met, as well as their wishes and choices. On sampling care plans we saw that they were personalised and identified the outcomes people wanted to achieve. This meant that people were enjoying their lives and doing things they wanted to do. For example: going on holiday, attending college, going to the pub, shopping and doing sports. People were happy to tell us about the things they enjoyed doing and a number of relatives told us the support provided gave their relative a good quality of life.

Human rights should be central to organisations that support and care for people. We saw evidence of a strong commitment to human rights in the organisation. For example, staff and management advocated for people so their choices were promoted with regard to medication and treatment they were receiving. We saw innovative use of bespoke technology that afforded people freedom from the restrictions of traditional service delivery and provided support more tailored to their needs. There was a commitment to ensure people supported were part of the community and were not discriminated against.

People should benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. The management team had implemented new ways of working to improve the organisation and how care is delivered. This included the adoption of 'Self Directed Teams' a model which gives staff freedom to make decisions without having to gain management authorisation. Staff reported that this worked well and allowed them to feel empowered leading to better outcomes for people receiving support.

The organisation had a 'Response on Call' system which provided staff and management support outwith office hours. Staff reported that this was an excellent source of support as they could access advice or additional staff support in times of crisis and emergency. This meant that where issues arose for people, day or night, the service could respond flexibly to support them.

We saw evidence of a robust auditing system covering all key areas of service provision. This assured us that the management team had processes in place and clear oversight of all areas of work as part of the quality assurance system. This meant that people's care was being monitored to ensure their needs were being met and services were of a high quality.

What the service could do better

People should have confidence in staff who are trained, competent and skilled. We found that not all staff had completed the mandatory training in line with the organisational policy. It is important that staff receive relevant training in order to maintain their competence and provide safe care to people. This ensures people's health and wellbeing needs are fully met by competent staff. This was an area that was discussed with the management team who agreed to address this. This will be reviewed at the next inspection.

People should be meaningfully involved in how the organisation works and develops. We noted that the stakeholder survey for 2019 had not been undertaken and the 2019 Focus People Survey had not been collated. It is important that these are completed in order that regular opportunities are provided for all stakeholders to participate and shape the service and any comments or concerns are responded to. The service acknowledged that this had not taken place and will address going forward.

Other low-level concerns around management and leadership were discussed with the service and the provider was taking relevant actions.

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
27 Apr 2018	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 5 - Very good Not assessed
28 Jul 2017	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
13 Jul 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
5 May 2015	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 4 - Good 4 - Good
18 Dec 2014	Re-grade	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed Not assessed
20 Aug 2014	Unannounced	Care and support Environment Staffing
		4 - Good Not assessed 3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate
20 Aug 2013	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
14 Aug 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
22 Sep 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
12 Nov 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
18 Mar 2009		Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good

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