

## Airdrie Home Support Service Housing Support Service

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Telephone: 01236 757100

**Type of inspection:**

Unannounced

**Completed on:**

10 March 2020

**Service provided by:**

North Lanarkshire Council

**Service provider number:**

SP2003000237

**Service no:**

CS2004071307

## About the service

Airdrie Home Support Service and Housing Support Service is provided by North Lanarkshire Council and provides a range of supports to residents in the Airdrie Locality. At the time of the inspection, the service provider employs in excess of two hundred support workers, who deliver the care service to six hundred and twenty seven service users 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. Their provider introduced a service redesign consisting of an intensive team, reablement team and a mainstream team. The intensive team are aimed at providing 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 which focusses on maximizing people's independence following an illness or stay in hospital. The mainstream team offer 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 team is further supported by the wider resource within North Lanarkshire Council including Learning Development and Quality teams. The aim of the care service is to "provide high quality care that is tailored to the needs of the individual service user and promote dignity, empowerment and choice".

## What people told us

We received 60 completed questionnaires and we spoke to service users and their families during the inspection. People expressed high levels of satisfaction regarding the support received from the support workers. However, many advised that there had been difficulties in the level of consistency. Some of the comments we received included:-

- 'thank you very much for all your help'
- 'staff always spend time talking about day to day stuff which my mum enjoys. I feel my mum is well looked after by the staff and if they have any concern they always get in touch'
- 'staff are very helpful and are very willing to help me'
- '...most of the girls are coming in at all different times'
- 'when changes are made they don't always call to let me know'
- 'lack of consistency with the carers, too many strangers'
- 'the carers that support my mum are fantastic... they prefer to support on a regular basis but this does not always happen. My mum has dementia and I have noticed with regular carers they know her, her moods and therefore how to get the best out of her'
- 'all carers that have come to our home have been very respectful of our needs'
- 'I cannot speak highly enough of the Airdrie Home Care Enablement Team...my only criticism is the need for consistency of carers particularly for people with dementia. The teams provide good quality of care at home'
- 'I have pleased with the care and support I received'
- 'delighted with the service I have received an excellent team of carers'
- 'whilst mum gets a very high standard of care from her carers there are occasions when communication breaks down and her personal plan could be updated more regularly'
- 'I have lovely carers they are very good to me, they take good care of me'

- 'I would prefer for my time and carers were not changed as often'
- 'the entire support at home team have been wonderful. Every department has worked together to provide a stress free, compassionate and understanding service'
- 'you should give them more time to do their job'
- 'I have told care plan not to send men in to my home but on the odd occasion it is still happening'
- 'excellent service, pleasant and capable staff'
- 'I would like to have who is coming in to care for [name] at least a day in advance and what time'
- 'it would improve the service if the letter that says who the carers that would be here that morning and the letter arrived before the beginning of the week and not half way through'
- 'it would be preferable if there was better continuity'
- 'this service is helping me greatly I don't know where I would be without it and my carers have been great and treat you with respect'
- 'very happy with the care given'
- 'I would not be able to live in my own house if it wasn't for the fantastic staff who attend to all my needs'.

## 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	4 - Good
Quality of management and leadership	not assessed

## What the service does well

North Lanarkshire Council recognise that there has been a steady increase of people with complex health and care needs who are choosing to remain in their own homes. Therefore, they introduced a redesign of their care at home support with the aim of providing flexible person-centred support, which is adapted to the service user's needs thereby enabling people to remain in their own homes and prevent admission to hospital or to 24 hour care environments. This service is supported by the Community Alarm Service which operates on a twenty-four hour basis from Merrystone in Coatbridge alongside, North Lanarkshire Council's Social Work Emergency Services Team and Housing.

The service provides support from three teams; reablement, intensive and mainstream. The reablement team provide a rehabilitation programme which focusses on maximizing people's independence following an illness or stay in hospital. Whilst the Intensive team focus on providing flexible, intensive home support for a limited period of time, rather than as a long-term support package for instance, providing end of life care. The service continues to develop good relationships with other professionals particularly health professionals and allied health professionals. We were able to see that this has resulted in improved outcomes for services users and for staff members. Last year we recommended that the service improved the level of communication and clarify the role of the reablement team. During this inspection we found this had improved. We found assessments in

people's home and individual's had a greater insight into the role of the reablement team and that this was time limited.

During the inspection, we shadowed support workers in the community. Service users received support with a range of personal care tasks, shopping and some domestic duties. It was our view that the service is improving outcomes for individuals who use the service. They testified to being supported to stay as independent as possible, within their own homes and that the home support workers were respectful.

Staff were enthusiastic about their work with individual service users and were clearly committed to providing the best possible care and support to them. The overall service, operates to a good standard due to the motivation, skills and commitment of staff and the management team.

## What the service could do better

We observed some inconsistencies in the assessment and recording of medication needs. We encouraged the management to ensure that all individuals involved in assessing medication needs have appropriate training and have been assessed as competent to do so. The recording documentation needs to be improved to reflect the actual provision of care in line with good practice.

The main concerns raised by service users was that they need greater consistency of care and they need to know in advance who is providing the support on any given day. These key issues were evident from the services own quality assurance methods, from our questionnaires and in our conversations with service users and families during the inspection.

We found the management and staff to be highly motivated in their roles and committed to improving outcomes for service users. However, the lack of consistency of care has a significant impact on the support workers ability to build trusting relationships and provide person-centred care. The quality of staffing could be further improved by facilitating training opportunities in line with the learning and development needs identified for each worker. In addition, the majority of staff have yet to undertake the skilled level of dementia care as outlined by the Scottish Dementia Framework.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

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

### Previous requirements

#### Requirement 1

The provider must ensure a support plan is in place, which contains accurate and detailed information of the support provided with actions taken to demonstrate when issues are raised.

To be completed by: 13 January 2020.

This is to ensure care and support is consistent with Health and Social Care Standard 1.19: My care and support meets my needs and is right for me.

**This requirement was made on 18 November 2019.**

#### Action taken on previous requirement

During the inspection we visited a number of individuals in a variety of areas within Airdrie and found that everyone had a support plan in place. We suggested to the service that some of these support plans could be improved by providing more person-centred information, particularly where the individual had complex health and care needs.

**Met - within timescales**

#### Requirement 2

The provider must ensure their complaints policy is adhered to. This includes accurate records of all complaints, correspondence, outcomes and actions for improvement.

To be completed by: 13 January 2020.

This is to ensure care and support is consistent with Health and Social Care Standard 4.19: I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

**This requirement was made on 18 November 2019.**

#### Action taken on previous requirement

We examined the complaints received by the service and found that they had a clear process for managing and responding to complaints.

**Met - within 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.

### Inspection and grading history

Date	Type	Gradings
21 Mar 2019	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
21 Mar 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
1 Dec 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
24 Nov 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
2 Dec 2014	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 5 - Very good
30 Aug 2013	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
3 Dec 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
16 Mar 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
12 Jan 2011	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
2 Dec 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good
14 Jan 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	4 - Good

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