

# TLC (Scotland) Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
20 December 2021

**Service provided by:**  
TLC (Scotland) Ltd

**Service provider number:**  
SP2019013389

**Service no:**  
CS2019378106

## About the service

TLC (Scotland) is registered to provide a service to adults and people with assessed support needs living in their own homes and the community. The provider is TLC (Scotland) Ltd.

TLC (Scotland) operates from an office base in Prestwick. Services are available on a private basis, through direct payments and by contractual arrangement with South and North Ayrshire Councils.

At the time of this inspection, the service covered areas across North and South Ayrshire. The service was supporting approximately 210 people in the community.

The stated aim of the service is to:

"Provide the highest quality service to all our clients by:

- Offering high quality of care and support that is right for each client.
- Clients will be fully involved in all decisions about their care and support.
- All clients will have confidence in the people who we send to support and care for them.
- Our clients will have confidence in TLC (Scotland) Ltd providing their care and support."

We carried out a follow up inspection of TLC (Scotland) using virtual technology. We assessed the progress the service had made with two requirements we made at the last inspection.

## What people told us

During the inspection, we telephoned eight people experiencing care and their relatives. Feedback about the quality of the service and staff was very positive. Comments included:

"Very happy with support, have nothing to complain about."

"Very good. Staff are lovely and encourage dad to eat. Staff have time to chat with dad. Dad is not rushed."

"Girls are doing a good job, nothing is a problem, nearly always come at the same time."

"Lassies are brilliant, friendly and helpful, they treat my mum with dignity and respect."

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	4 - Good
How good is our care and support during the COVID-19 pandemic?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

### How well do we support people's wellbeing?

4 - Good

At our last inspection, we made a requirement about care plans and risk assessments. Following improvement, the provider has now met the requirement. For details, please see requirement 1 under What the service has done to meet any requirements we made at or since the last inspection?

We re-evaluated this key question from weak to good as a result.

### How good is our care and support during the COVID-19 pandemic?

3 - Adequate

We made an area for improvement regarding staff supervision and competency checks at this follow up inspection. (See area for improvement 1)

#### Areas for improvement

1. The manager should implement effective governance and quality assurance measures in relation to staff training and practice. This should include regular observation of staff practice, supervision, staff feedback and, if necessary, improvement plans.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state:

"I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes." (HSCS 3.14)

"I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19)

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

### Requirements

#### Requirement 1

By 17 December 2021, the provider must review care plans and risk assessments to ensure they contain:

- a) Accurate, up to date information which directs staff about how to meet people's healthcare and support needs and their wishes.
- b) Information regarding medication that directs and guides staff on how to provide support.
- c) Detailed six monthly care reviews which reflects people's care needs and preferences.

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

This is also to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state: "I am fully involved in developing and reviewing my personal plan, which is always available to me." (HSCS 2.17)

**This requirement was made on 27 October 2021.**

#### Action taken on previous requirement

The provider had recently introduced new care planning and risk assessment documentation and had replaced most of the care plans in people's homes. The care plans contained detailed and person centred information on people's health and wellbeing needs and ways to support them. The care plans had up to date information of prescribed medication and the level of support needed to enable people to take their medication safely. People's care needs had been reviewed when the new care plans were introduced.

We found that people experiencing care and their relatives had been involved in reviews of their care using telephone conversations or face to face meetings. People told us that they had seen their care plans and were happy with the care and support provided.

The provider has developed a programme of six monthly reviews for all people experiencing care. We also saw that reviews had taken place when there was a change in circumstances or when requested by the person or relative experiencing care.

The service's digital app sent to staff mobile phones contained good up to date information on people's health and welfare needs and how to support them. The app also contained details of people's medication and the level of support they required to take their medication.

**Met - within timescales**

## Requirement 2

By 17 December 2021, the provider must ensure people experience a service with well trained and competent staff.

You must ensure all staff receive training appropriate to their role, which includes, but not limited to, Covid-19 (hand hygiene, donning and doffing), moving and handling, and the management of medications. Competency checks must be conducted for all staff and robust monitoring systems are in place to evidence this.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4(1)(a) - Welfare of users.

This is also to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes." (HSCS 3.14)

**This requirement was made on 27 October 2021.**

### Action taken on previous requirement

There was a comprehensive training plan and training matrix in place. All new staff had undertaken induction training which included infection prevention and control including Covid-19, the correct use of personal protective equipment, hand hygiene, medication administration and moving and assisting. The induction training was a mixture of eLearning and face to face training. New staff had opportunities to shadow experienced workers and many new staff were placed in two person teams to support people experiencing care. There was also a refresher training programme in place that alerted staff when to undertake refresher training. Staff told us that they found the training very useful and informative and it helped equip them to undertake their care and support role.

The planned staff supervision and observation of practice competency checks had not always taken place due to recent issues with management and staffing and the various restrictions during the pandemic. The manager told us that a plan was in place to have all staff supervision meetings including competency assessments completed early in the new year. We discussed the staff assessment and monitoring forms with the manager and advised how they could be best used to help quality assure the service. The requirement has been met but we have made an area for improvement regarding staff supervision and observation of practice. See area for improvement 1 under How good is our care and support during the Covid-19 pandemic?

**Met - within timescales**

## 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)

## Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good

How good is our care and support during the COVID-19 pandemic?	3 - Adequate
7.2 Infection prevention and control practices are safe for people experiencing care and staff	4 - Good
7.3 Leadership and staffing arrangements are responsive to the changing needs of people experiencing care	3 - Adequate

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