

Newlands Care Angus Support Service

NEWLANDS CARE ANGUS LTD
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Unannounced

Completed on:
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Service provided by:
Newlands Care Angus Limited

Service provider number:
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Service no:
CS2017359103

About the service

Newlands Care Angus is registered as a support service to provide a service to adults living in their own home, covering South East Angus and the Glens.

Newlands Care Angus aim is to strive to provide the highest quality of care to people using our service whilst respecting their right to independence, choice, privacy and dignity.

What people told us

We did not speak with stakeholders at this follow up inspection.

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

Requirements

Requirement 1

The service should ensure, that each service user has person centred risk assessments done in relation to their support plan and the work that this service does with them.

The service must, by law, comply with the following:

See: Scottish Statutory Instruments - SSI 2011/210 5 Personal Plans.

5(1) Subject to paragraph (3) a provider must, after consultation with each service user and, where it appears to the provider to be appropriate, any representative of the service user, within 28 days of the date on which the service user first received the service prepare a written plan ("the personal plan") which sets out how the service users health, welfare and safety needs are to be met.

This requirement was made on 5 December 2019.

Action taken on previous requirement

We looked at support plans of new and existing service users. Information in the documentation was relevant, highlighted people's assessed needs and how this would be met. This meant staff were aware of how to support people as well as understanding what people's wishes were.

Documentation highlighted service user and representative's involvement in decision making. Risk Assessments were detailed, up to date and were regularly reviewed.

We saw that the provider has systems in place to monitor and audit support plans which were regularly reviewed. We suggested that risk assessment highlight agreements made with service users.

Whilst the Requirement has been met, there is a continuing need to ensure such systems are regularly monitored and audited to make sure person care plans continue to be meaningful and person-centred.

Met - outwith timescales

Complaints

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