

Westlands Housing Support Service

44 Strathern Road
Broughty Ferry
Dundee
DD5 1PN

Telephone: 01382 520 369

Type of inspection:
Unannounced

Completed on:
22 November 2022

Service provided by:
Balfield Properties T/A Westlands

Service provider number:
SP2008009991

Service no:
CS2008182915

About the service

Westlands comprises of two houses, located close together in a quiet residential area in West Broughty Ferry, Dundee. Registered as a combined housing support and support service. The service is provided by a private organisation Balfield Properties trading as Westlands.

The service provides accommodation and support to adults who have support needs because of a learning disability. Both buildings are pleasantly decorated and well maintained with extensive gardens. People living in the service have access to good public transport links.

About the inspection

This was an unannounced inspection which took place on 17, 21 and 22 November. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with 9 people using the service and 5 of their family/friends/representatives
- spoke with 6 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People living in Westlands were relaxed and comfortable and told us they felt well supported by the staff team.
- The team at Westlands worked hard to support people to be as independent as possible and have opportunities to do the things that mattered to them.

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?	5 - Very Good
How good is our leadership?	5 - Very Good

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

How well do we support people's wellbeing?

5 - Very Good

We made an evaluation of very good for this question as we identified major strengths in supporting positive outcomes for people with very few areas for improvement.

People using the service benefitted from an excellent understanding of individual's rights and needs balanced by a strong sense of community and belonging. The manager and senior staff team were committed to ensuring best outcomes for people. A culture of person-centred care was promoted through all aspects of support, where respect, rights and the happiness of individuals were the top priorities. There were clearly strong, positive relationships between staff and residents. We saw warm, friendly interactions showing respect, compassion and fun. People using the service told us they were happy living here and enjoyed having parties in the communal area. Staff and relatives we spoke to described Westlands as having a homely and family orientated environment, with one staff member saying she liked coming to work because "it really feels like a home."

People were comfortable and relaxed in Westlands. People knew the staff well and appeared to enjoy their company. People told us they were supported to choose and shop for their own furnishings and were keen to show us their rooms which were personalised and furnished to a high standard. This promoted their choice and enabled people to express themselves.

People had options of where to spend their time in Westlands. The communal open plan dining and living area was limited in size for the number of people living in the main house, however some bedrooms were big enough to include 'living space' with a sofa and television. In the smaller house, the living space and dining kitchen were of a good size. Both houses have well-kept mature gardens.

Staff clearly knew the people they supported well, and people were comfortable with staff. People were enabled to make their own life choices and positive risk taking was supported by appropriate risk assessments to safeguard people. People told us that they had been supported to maintain relationships, get jobs and volunteer in the community.

Staff were highly skilled at enabling people to live as independently as possible. One family member told us "They support her without making her feel like she is being supported." People were supported to access hobbies and interests that were important to them, as well as in everyday skills such as using public transport and going shopping. Support was provided in a way that maximised people's independence. This empowered individuals to have full, active, and meaningful lives.

Individuals benefitted from outcome focussed care planning. People were fully involved and their voice and views were clearly stated within their plans. Personal care plans contained comprehensive information reflecting individual care and support needs as well as promoting their right to live a full life. Everyone had clear, easy to access daily log sheets that care staff regularly completed, this ensured that people received appropriate, continuous support on a day-by-day basis

A clear policy was in place to ensure staff supported people to manage their medications as independently possible. Support needs fluctuated and care plans clearly reflected this. This meant staff knew how to support people appropriately.

People's personal plans clearly reflected people's health needs and people were supported to access

healthcare as needed. There were positive relationships with relevant health and social care professionals and personal plans contained details of advice and strategies provided by health professionals. We discussed with the management team how people's personal plans could be further developed to include discussion and documentation about any end-of-life care wishes and anticipatory care planning. The positive, respectful relationships between staff and residents already allowed for open and honest discussions about potentially sensitive topics such as healthy relationships and weight management- this supported people to make informed choices about their own health and wellbeing.

Staff told us that promoting healthy eating and healthy snack choices had been a challenge for them. Several steps had been taken to improve healthy meals in the home such as removal of a deep fat frier, encouraging more home-made foods and involving individuals in meal plans and preparation. External support from health professionals had previously been helpful and there was an aim to re-start healthy eating education sessions again.

People were supported to take responsibility for keeping their own rooms clean and tidy with support from staff as needed. There were cleaning rotas that changed regularly to fairly distribute the jobs in communal areas. The shared bathrooms in the main house and en-suite facilities had recently been refurbished and had a high standard of cleanliness. A cleaner was employed to carry out deep cleaning of communal areas. This thorough approach to maintaining cleanliness helped keep people safe by reducing the potential for the spread of infections.

We heard how the service had supported people to navigate their way through the various levels of restrictions over the course of the pandemic. This promoted people's independence and ability to reconnect with the wider community and helped to keep people safe. The service was well stocked with Personal Protective Equipment (PPE) and followed the most up to date guidance for infection prevention and control. Comprehensive contingency plans were in place to support people in case of an outbreak.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of quality assurance and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff continually evaluated people's experiences to ensure that people who were using the service were provided with the right care and support in the right place to meet their outcomes. This was central to all aspects of delivery of their support and supporting documentation.

There was a strong ethos of inclusion in decisions about the delivery of the service. Staff used a variety of approaches to effectively include individuals in areas such as staff recruitment, event organisation, meal preparation and planning. Regular residents' meetings were held to share relevant information and to hear individuals' views; an 'open-mic' session was available at the meetings. Management also gathered stakeholder feedback. People and their families were supported to review their personal plan in the way that suited them best. This ensured people received the right supports for them.

Leaders in the service empowered others to become involved in quality assurance activities. Appraisals of staff included feedback from people about their performance and relationships with people living in the service. People told us that they felt confident that if they needed to bring up any issues or concerns that these would be addressed.

Staff were supported to be reflective of their practice and encouraged to develop their skills within regular support and supervision meetings. This encouraged a culture of continuous improvement in the service.

The leadership team at Westlands demonstrated clear understanding of what was working well and what improvements were needed. They ensured that the outcomes and wishes of people who were using the service were the primary drivers for change.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.