

## West Lothian Housing Support Services Housing Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
15 February 2023

**Service provided by:**  
Autism Initiatives (UK)

**Service provider number:**  
SP2004006462

**Service no:**  
CS2010272010

## About the service

West Lothian Housing Support Services is provided by Autism Initiatives, a not for profit organisation. The service was registered with the Care Inspectorate in January 2012.

The support team consists of a registered manager, team leader, senior support, worker and support workers. The team supports five tenants who live in their own homes in West Lothian. All of the tenants have complex support needs and require staff support seven days a week over a 24 hour period.

## About the inspection

This was a short announced inspection which took place on 08, 09 and 14 February 2023. The inspection was carried out by one inspector 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 one person using the service and two family members. We also spoke four staff and management. We observed practice and daily life and reviewed documents.

## Key messages

People were respected and treated with dignity.

Care planning was detailed and comprehensive to lead and guide staff.

Further work is required to ensure there is ongoing planning to ensure people can engage in meaningful participation in activities and the community.

There was a lack of robust quality assurance processes and systems to drive forward improvements in the service.

## 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 leadership?	4 - Good

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

We made an overall evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences. However, within this key question two quality indicators were evaluated as very good, as significant strengths were identified which supported people to have positive outcomes.

Staff knew people very well and were treated with dignity and respect. Where people were unable to express themselves verbally, staff followed cues, body language and use of communication tools to ensure people were able to express their choices and wishes.

Although information within care plans was detailed, the plans were not always updated with current information relating to how people should be supported to get the most out of their day. Further work is required to ensure there are plans in place that support people with their daily activities and updated as changes occur. **(Area for improvement 1)**

Care plans contained good information about people's choices and preferences and, people's health needs were presented clearly in the medication and personal plans.

This meant staff were supported with relevant information to help them understand different health conditions, including some potential risks and how any contributing factors affected people.

The service supported people with complex conditions which were well managed. A wide range of health professionals were involved in people's care and support, with information available in people's personal plans. Staff were proactive in making referrals and also followed professionals' advice. This meant people benefitted from receiving the right healthcare from the right person at the right time.

Staff were knowledgeable about infection prevention and control practice and how to keep people safe from potential infection.

### Areas for improvement

1.

The provider must ensure service users' health, safety and social care needs are appropriately assessed, documented and effectively communicated between all relevant staff. This must include, but is not limited to ensuring that:

- a) plans and records are accurate, sufficiently detailed and reflect the care planned or provided
- b) plans are updated in a timely manner when a person's care and support needs change
- d) plans are regularly reviewed with people, and/or their family/friends/carers as appropriate, to evaluate how accurately the plans reflect the needs of the person and how well the service is meeting these needs

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15) and "My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected" (HSCS 1.23).

## How good is our leadership?

## 4 - Good

People should expect that quality assurance and improvement is led well and supports the delivery of care that benefits their health and wellbeing. We made an overall evaluation of good, as there were a number of important strengths which, taken together, outweigh the areas for improvement.

The service had experienced an inconsistent management team over the past year. This meant that there was a lack of regular oversight and quality assurance processes in place to identify what was working well and where improvements were required. The senior management team were aware there was a lack of robust quality assurance systems in place and were addressing this identifying appropriate tools for quality assurance and self-evaluation.

Care reviews should be undertaken a minimum of six monthly or, sooner if required. All five care reviews were out with the six month period. This meant that the service was unable to have a clear understanding of what was working well for people and for people and families to express their views on the quality of the service. **(Area for improvement 1)**

Staff felt the current management team were supportive and approachable. However, there was a lack of supervision and appraisal for staff. This was being reviewed by the current management team and systems were being put in place to ensure there was support for staff. Supporting staff with continuous development and reflective practice ensures that support is knowledge based, consistent, assured and meets the requirements of the regulatory body, the Scottish Social Services Council (SSSC) **(Area for improvement 2).**

## Areas for improvement

1. To ensure people experience safe care and support where management have a good oversight and monitoring of the service, internal quality assurance should be improved.

To achieve this the provider should ensure there are appropriate systems in place to support a culture of continuous improvement by;

- a) ensuring care reviews are carried out six monthly or, sooner if required, and any information from the care review is updated within the care plan.
- b) ensuring there is a process to enable people supported by the service, families and representatives to express their views on the quality of the care and support provided by the service
- c) ensuring there are quality assurance systems in place, effectively identify areas for improvement and an action plan is developed to drive forward improvements with responsibilities and timescales.

This is to ensure care and support is consistent with Health and Social Care Standards which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.1).

2. The service provider should ensure staff receive a regular support and supervision and performance appraisal to enable them to reflect on their practice, develop knowledge and skills and provide consistent care to those they support.

This is to ensure that 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)

Also, the Code of Practice for Employers of Social Service Workers which state you will: 'Effectively manage and supervise social service workers to promote best practice and good conduct and support staff to continuously improve their performance and make sure they are fit to practise.' (2.2)

## 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	5 - Very 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	5 - Very Good

How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

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