

## Constance Care Livingston Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
2 March 2023

**Service provided by:**  
Constance Care Limited

**Service provider number:**  
SP2003002276

**Service no:**  
CS2019373612

## About the service

Constance Care Livingston is registered with the Care Inspectorate to provide care at home and housing support services. The services are delivered together and are regulated as a combined service. Constance Care Livingston is part of the City and County Healthcare Group which is one of the largest providers of community-based social care services in the United Kingdom.

The service provides personal care and support to adults with a variety of needs living in their own homes. Support is provided to people living throughout West Lothian.

## About the inspection

This was an unannounced inspection which took place on 1 March 2023 between 09:30 and 18:00 to follow up a requirement and area for improvement that were made during a previous inspection on 5 September 2022. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. We also met with the management team on 6 October 2022, 4 November 2022, 6 December 2022 and 23 January 2023 to monitor progress. In making our evaluations of the service we:

- spoke with five people who use the service and three family members
- received feedback from staff and management
- reviewed documents.

## Key messages

We found that there was progress in key aspects of service delivery including:

- Visit scheduling had improved.
- People using the service received good continuity of care by staff who knew them well.
- The service was managing and recording accidents and incidents well.

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

### Requirements

#### Requirement 1

The provider must ensure that visit schedules are planned and people are kept informed of changes.

By 28 February 2023, the provider must ensure that visit schedules are planned and people are informed of any changes to their support. In order to achieve this, the provider must:

- a) plan visit schedules to include sufficient travel time between visits
- b) ensure people know how to access information on who is scheduled to deliver their care and support
- c) inform people when visits will not be provided at the agreed time.

This is in order to comply with regulation 4(1) (Welfare of Users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that:

1.19 "My care and support meets my needs and is right for me".

4.22 "If the care and support that I need is not available or delay, people explain the reasons for this and help me to find a suitable alternative".

**This requirement was made on 5 September 2022.**

#### Action taken on previous requirement

We visited the service on 1 March 2023 to review this requirement.

We saw improvement in how the service was planning their visit schedules. The service had reviewed and updated most of their visit schedules. They had plans in place to complete this for the whole service. Visits were arranged to minimise travel time and, where possible, could be undertaken by staff walking between visits. The management team were aware that this was an ongoing piece of work and had incorporated this into the development plan for the service.

People told us that they were receiving their care within an agreed time period, however there were still occasions when visits were late or early. Although this had not resulted in poor outcomes for people, some people told us that they wanted their visit times to be more reliable. We observed that the concerns raised were in areas that had not been reviewed. We will monitor progress with this at the next inspection.

The service had shared details of their electronic portal with people who use the service and their relatives. The portal enables people to access care notes and visit schedules. We heard that there had been a small uptake on access to the portal by family members.

The service continued to have named staff for runs to promote consistency of care workers. People were confident that they knew who was providing their support and that the staff knew them well. People were informed of who was scheduled to visit through communication with staff.

We saw some evidence of people being informed of changes by office staff. However, people told us that they were not consistently informed of changes, although they were understanding of the reasons for this happening. We shared this feedback with the manager and will monitor progress in this area at our next inspection.

## Met - within timescales

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

## Areas for improvement

### Previous area for improvement 1

The provider should ensure that they keep people safe and healthy by ensuring that all accidents and incidents are properly managed. To do this, the provider should:

- a) ensure all accidents and incidents are recorded including follow up actions and outcomes
- b) ensure that notifications are made to the Care Inspectorate in accordance with Care Inspectorate guidance 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'.

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

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

**This area for improvement was made on 5 September 2022.**

#### Action taken since then

We visited the service on 1 March 2023 to review this area for improvement.

We saw significant improvement in how the service was managing accidents and incidents. Incidents were managed in accordance with people's personal plans.

The manager had put in place a system to ensure that follow up action was taken following accidents and incidents. The service were recording accidents and incidents and making appropriate notifications to the Care Inspectorate.

We observed that reporting and recording of accidents and incidents was discussed during staff supervision. The manager was also completing quarterly events analysis with the support of the senior management team. This was ensuring that the service was learning and taking appropriate action following accidents and incidents.

This Area of Improvement has been met.

## 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).

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