

## Potential Living Housing Support Service

John Thomson House  
Glencairn Street  
Motherwell  
ML1 1TT

Telephone: 01698 244 344

**Type of inspection:**  
Unannounced

**Completed on:**  
17 April 2023

**Service provided by:**  
Potential Living

**Service provider number:**  
SP2003000239

**Service no:**  
CS2004069056

## About the service

The service has been registered with the Care Inspectorate since it was formed in 2011 and has been operating since 1982.

Potential Living is a housing support and care at home service which provides support and care to approximately 70 people across the North Lanarkshire area who have learning disabilities and sometimes additional physical and mental health problems.

The aims of the service are to provide care and support to older adults and adults with learning disabilities and/or physical disabilities which helps them to remain in their own homes and to provide care and support within the person's community so that they can fulfil their potential.

## About the inspection

This was an unannounced inspection which took place between the 12 and 17 April 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.

To inform our evaluations of the service we:

- spoke with nine people using the service and five relatives
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- People were supported to have high quality, positive experiences and outcomes.
- People were supported by familiar, consistent, high quality staff.
- There was good communication between people, families and the service
- Some care planning support documentation had not been updated in line with service policy
- A small number of service reviews of care had not been completed in a timely manner
- In some cases guidance for the administration of 'as required' medication could have been more detailed

## 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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People received a very good level of care from staff teams that knew and treated them with compassion, dignity and respect. This was reflected in the visits we made, people, staff and relatives we spoke to. People we spoke to also told us:

- 'I get lots of opportunities to put my views over and get a say in my care plan at meetings and reviews.'
- 'I can phone them if something happens - if I didn't have them I'd be stuck.'
- 'They are a lot better than I expected. Excellent service. Make so much effort.'
- 'Really glad I chose potential living. Interviewed a few companies but they stood out. Glad I picked them.'

People engaged well in activities within the community. The pandemic had been quite restrictive with regard to what people could do in the community over the preceding years. We could see that visits into town to go shopping, attend theatres and appointments were taking place regularly for people the service supported. Where people had the budgets, holidays were also being facilitated. This meant that people had a lot of opportunities to engage in community activity as well as having a high quality of life at home. This was beneficial for people's physical and overall wellbeing.

People's health and care needs were being met to a high standard. Care plans detailed the supports people needed to have a good quality of life and staff did all they could to assure this. Some supporting documents, however, were not being regularly reviewed in line with identified timescales which meant some of the risk assessments we reviewed appeared to be out of date. Although when we checked with staff the detail within them was still relevant we saw examples where this had not been reviewed in a timely manner. This was also the case for the six-monthly reviews. A very small number had not been reviewed within six-months, or as needs change, as stipulated in legislation. However, the service committed to correcting these review oversights and we accepted the risks in the short-term were very minimal and did not take away from the very good outcomes the service had supported people to achieve.

Medication support was being provided appropriately and safely to people. Records reviewed at our visits indicated this support was being provided properly and records completed fully and accurately. However, we did note - particularly where people had limited verbal communication - that 'as required' medication information could be more detailed to ensure anyone providing support could be clear on how a person would indicate their need for such medication. We also clarified the effect of such medication should also be more thoroughly recorded to ensure prescribers can assess effectiveness when medication is reviewed with prescribers. This improvement would ensure that people's medication is given and reviewed appropriately as individually needed and further improve their outcomes.

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

Although the service had a few systems issues to improve upon we found significant strengths in aspects of the care provided which led to high quality, positive outcomes for people, therefore we evaluated this key question as very good.

The service carried out in depth audits of service provision that were detailed comprehensive and reflected both things that could be improved and things the service was doing well. Staff told us that managers regularly visited services to ensure things were as they should be and that care plans were still relevant. As formal audits within the service could be quite time consuming to carry out, the service was working on increasing recorded manager visits to services and formalising them as 'spot checks' to ensure continued and improved oversight. Staff had confidence that managers would provide with support as needed and most staff spoke highly of the managers who supported them

Staff training, supervision and team meetings were core within service provision. This led to staff being well informed and supported to develop. Where necessary staff were provided with specialist training to ensure the needs of the people they supported could be met by competent staff teams. This assured us that staff had the relevant skills to provide high quality care to those they supported and cared for.

Survey reports were shared with us during the inspection which demonstrated the service engaged regularly with all stakeholders, including people supported, partners and employees to ascertain their level of satisfaction. This was supported by appropriate action plans to ensure the service responded appropriately to enhance its service in line with survey results and improve outcomes for the people supported.

Where incidents and accidents occurred these were managed well and good oversight was had by managers. However, it was noted that a couple of incidents that should have been notified to the Care Inspectorate had not been. Managers assured us they would take immediate steps to prevent this from happening again.

Oversight systems regarding service reviews taking place were cumbersome. When asked about service review frequency, normally as a minimum these take place on a six-monthly basis, it took some time to ascertain when people had had their service reviews. Oversight systems should readily indicate when such key elements of service provision are due so these can be facilitated appropriately. The service had identified ways to improve this during our inspection visits. As it only applied to a very small number of people supported we were satisfied this would be quickly resolved by the service.

**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?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

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

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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