

Delight Supported Living Ltd Housing Support Service

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Type of inspection:
Unannounced

Completed on:
27 January 2025

Service provided by:
Delight Supported Living Ltd

Service provider number:
SP2009010723

Service no:
CS2010272480

About the service

Delight Supported Living Ltd is registered to provide a care at home service and registered with the Care Inspectorate in 2011. Hours of support can range from a few hours per day to a few hours per week. The service provides support to children, young people and adults with physical disabilities and/or complex and continuing health care needs in their own home. At the time of inspection, the service was supporting 140 people.

The office base is in Kirkintilloch and is accessible by bus or car. Care and support is provided to people within the community of Kirkintilloch and surrounding areas, including Lenzie, Milton of Campsie, Bishopbriggs, Milngavie and Bearsden.

About the inspection

This was an unannounced inspection which took place on 21, 22 and 23 January 2025. 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 four people using the service
- spoke with two relatives
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People and their relatives were very happy with the support and service they received.
- People's outcomes were being achieved relating to their Health and wellbeing.
- Staff felt supported by the management team and the office staff.
- Staffing levels were very good and people received their commissioned hours.

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 staff team?	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 spoke very highly of the staff who supported them; words like, "They are perfect.", "Cannot complain about anything.", and "Don't know what I would do without them."

We observed people being supported by staff with compassion, respect, and dignity. Staff knew people and their relatives very well. This made the interaction between people easy and comfortable.

Staff mostly turned up on time unless stuck in traffic or staying longer to support someone else. Most people received support at the right time and were told that people would be running late. Staff were particularly confident about people's needs and their care plan. As a result, people could be assured they were getting the right care at the right time.

Care plans online matched the plans in people's homes. This meant that the information was continuously updated for all to access.

Reviews of the care plans happened very regularly and within the six-monthly intervals and in line with legislation. Therefore, people could measure their outcome progress and achievements. Reviews could be more outcome focussed, and we discussed with the manager how this could be implemented.

We read responses from people through surveys. The following were some sample comments:

'I always know who is coming to support me'.

'I know when to expect them'.

'I am always told if they're going to be changes'.

'I'm not involved in my care and support , reviews and care planning'.

'I'm not able to be involved in how the service is run'.

We found that a few accidents and incidents had not been notified to the Care Inspectorate as per the notification guidelines. This meant we were unable to assess if people had been safely responded to. However, we found the majority of accidents and incidents had been addressed appropriately. We agreed to send the manager the notification guidance.

Complaints were dealt with timeously and within the organisation's procedures. There was a culture of learning from the outcomes of complaint which promoted service improvement.

How good is our staff team?

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.

Staffing levels were right and appropriate to deliver the support packages agreed. Rotas showed evidence of commissioned hours being used for each individual. Staff stated they felt supported, and the managers

and office staff were approachable. This encouraged open and transparent working relationships.

Staff received good, balanced training packages, regular supervision and had opportunities to attend team meetings. The staff we spoke to felt very happy in their roles. In one case, we observed a staff member not being able to access a care plan due to a weak internet signal. This would happen regularly. As a result, staff could sometimes experience a lack of information passing. We advised the manager that this should be addressed.

Staff meetings were regular and well attended with attendance sheets completed. This could be further improved by standardising agenda, including review of previous minutes and actions at each consecutive meeting. Clear action plans following each meeting should be identified with owner of actions and 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 manager should ensure that team meetings reflect the team's views and encourage staff to contribute to the agenda.

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

'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

This area for improvement was made on 30 November 2023.

Action taken since then

Team meetings were taking place regularly with good agenda topics. Staff had brought agenda items to the meeting which demonstrated improvement.

This area for improvement has been met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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