

Delight Supported Living Ltd - Ayrshire Housing Support Service

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Type of inspection:
Unannounced

Completed on:
10 February 2025

Service provided by:
Delight Supported Living Ltd

Service provider number:
SP2009010723

Service no:
CS2016348705

About the service

Delight Supported Living Ltd - Ayrshire is registered with the Care Inspectorate to provide a care at home and housing support to people in their own homes. The service was registered with the Care Inspectorate on 14 December 2016.

Since the last inspection the service has begun extending service delivery into the East Ayrshire area. They recently increased their office base from Irvine, North Ayrshire to Galston on the outskirts of Kilmarnock.

Care was provided to people by a team of trained and competent support workers. The registered manager had oversight across the three Ayrshire areas and was supported by coordinators and service managers for each local authority area.

At the time of this inspection Delight Supported Living Ltd - Ayrshire were supporting 117 people across North, South and East Ayrshire.

About the inspection

This was an unannounced inspection which took place on 3, 4, 5 February 2025. The inspection was carried out by three inspectors; two who attended visits and one who made telephone calls.

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 21 people using the service and seven of their family and friends
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents
- spoke with four external professionals involved with the service.

Key messages

- People spoke positively about the care and support they received.
- People received reliable and consistent support from a familiar staff team.
- Family members felt involved and well informed, telling us they were satisfied with the standard of care and support provided.
- Delight were committed to the learning and development needs of the staff team.
- Staff told us they felt well supported. The service should improve how it records these discussions.
- The service should improve how they use audits to inform peoples personal plans. This could be better informed if the service used the Care Inspectorate self-evaluation toolkit.

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 staff team?	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 evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

During the inspection we went to people's homes where we were able to observe staff and speak with people being supported. We also met and spoke with families of people who use the service.

People told us that staff, including management, were kind, respectful and that the care they received was consistent. This was important to people as they felt the consistency helped build up trusting relationships with carers.

People using the service told us that they felt respected, and that their views were listened to. Family members were complimentary about the care their loved ones received. One person told us "My mum has come on leaps and bounds since being supported by staff from Delight." She believed that this was due to the same staff attending to her mother at each visit, and therefore she was able to build trusting relationships with them.

However, there were also several comments from people and their families saying they felt that the care was not as good when it was not the "usual" staff attending. For example people told us "When different care workers come, they're ok, friendly enough, but not as good." "If there are new care workers, I have to explain what care is needed, again."

Although the service had detailed and informative personal plans (sometimes called care plans) in place, these could be complimented by a one-page profile.

We discussed the benefits of a one-page profile being in each place for each person. This would ensure that any staff visiting would be able to see a short profile of the individual and identify what was important to the person. This would also assist in promoting continuity of care for the person and ensure that all staff had a consistent awareness of people's needs, wishes and preferences. Those who know people well should be invited to provide what they know is important to them. In doing this the visit becomes more about the person and less about the tasks. (See area for improvement 1).

Other comments from people included "I am happy with carers, they know my needs very well."

"Happy with the service, like the care workers that visit - some more chatty than others. Turn up on time and do what's needed." "We are happy with the care, they are reliable and come at regular times." The staff are all lovely, very obliging." "The support has impacted greatly on my recovery to good health."

Observing the conversations and care between carers and supported people, we saw that people were recognised as experts in their own experiences, needs and wishes.

The service uses an electronic care system and makes good use of this by ensuring that staff and people or their families could access relevant information via an App. Personal plans were on the system and staff updated the daily notes at each visit. This meant that information was immediately available to those with access. It is important that everyone is given consistent information to access the App.

We saw that all people who receive support had been assessed to a particular level. This meant that staff knew how and when to assist with medications based on peoples needs.

An electronic Medication Administration Records System (MARS) was part of the care system. This gave prompts to staff regarding administration of medications to people. We could see that this was well completed by staff, as well as accurate and up to date. This meant that people received the correct medications at the right time.

There was a good initial assessment in place for each person. The assessment included health and care needs, contact details for families and also gave useful historical personal information about people. This meant that carers had a good knowledge of what was important to people and could see what their life had been before the need for care. This ensured that staff had openings for conversation when first caring for someone, and this helped with developing relationships. These relationships were important to people, as for some the carers could be the only human interactions that they had in their day. Carers were able to highlight changes in people's presentation or specific health conditions. We saw that this was then fed back to senior staff and management and acted upon appropriately.

The service worked collaboratively with health professionals from other agencies, such as the District Nurse, Occupational therapist and Social Workers. The good partnership working meant that people's outcomes were positive and that their health and wellbeing needs were met. It also meant that plans could be updated with changes promptly and efficiently, which helped to ensure that people were receiving the service that was right for them.

We spoke with external health professionals who confirmed that the service contacted them when required and met contractual obligations. Feedback was positive, the consensus was that the skills and knowledge of the managers had helped to improve people's outcomes, health, wellbeing and experiences.

Areas for improvement

1. To ensure that people are supported to a consistently high standard the manager should devise one-page profiles for each person. This will provide all staff with improved detail on peoples' needs, wishes and preferences.

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).

How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

We reviewed recruitment paperwork and were able to conclude that the provider had robust systems in place to ensure that staff were recruited safely. This demonstrated that the provider is invested in the safety and protection of people who receive the service.

We noted that there had been recent recruitment of senior staff meaning that some of the office team were relatively new.

Staff observation of practice was regular and practice issues were addressed within reasonable timescales. This helped improve any areas identified for development for staff. Staff told us they felt well supported and that they received regular supervision which provided guidance and support, and helped assess any learning and development needs for staff. Records of such conversations were not consistently documented, therefore we could not be sure that actions had been followed up or acted upon appropriately. (See area for improvement 1).

In our conversations the staff team, people being supported, and relatives all spoke very highly of the manager saying that they were approachable, knowledgeable and had a good understanding of people and their needs.

We reviewed training records and could see that staff had completed both mandatory, and additional, training. There was a robust induction process in place for new staff that included medication training, adult support and protection and shadowing of experienced staff.

The role of the field care supervisor gave the service the opportunity to observe practice and gather feedback. The manager should improve how this audit trail is used to better effect and evidence the good work that was done to resolve any matters raised.

All staff were registered with the Scottish Social Service Council (SSSC). Several staff had conditions in place to undertake the appropriate qualifications for their role. Scottish Vocational Qualifications (SVQ) are vital to retaining staff registration with SSSC, as well as developing the knowledge of staff in areas of social care.

We spoke with, and observed staff, and saw that they were generally comfortable in their role. They updated electronic notes at every visit with notes of how the person was and completed electronic MARS sheets. This meant that the next staff attending to support people were fully up-to-date and were aware of any additional areas to address at that visit.

Staffs told us they felt listened to and could discuss their well-being. Recently there were opportunities for staff and management to meet and discuss developments and best practice in the service. Team meetings should be planned regularly to give staff the opportunity to reflect and learn from practice discussions; it is important to record them for those unable to attend. We were pleased to see that the staff were gaining in confidence to raise matters in these meetings and were encouraged to share ideas with the manager and their peers.

Areas for improvement

1. To support staffs well-being and improve their opportunities for development, the registered manager should ensure that meetings with staff are scheduled regularly and appropriately recorded.

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

'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).

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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