

West Lothian Council - Support at Home Services - Care at Home Support Service

Strathbrock Partnership Centre
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Telephone: 01506 284200

Type of inspection:

Announced (short notice)

Completed on:

19 February 2020

Service provided by:

West Lothian Council

Service provider number:

SP2003002601

Service no:

CS2004073875

About the service

This service has been registered since 2004 and provides a Support Service – care at home, provided by West Lothian Council.

It is comprised of two distinct teams:

* Reablement, which was established to support people being discharged from the local hospital. The service is advertised as 'providing initial short term intensive support in order to allow the individual to build upon their skills and abilities and in doing so become as independent as possible.

and

* Domiciliary Care team, which has recently been reviewed and now provides interim care and support to people, until alternative care provider is in a position to take on the person's care package longer term.

The grades of 'good' were awarded for both themes explored as while the service demonstrated important strengths, there were some areas for improvement identified.

What people told us

People were very satisfied with the service they receive from West Lothian Council. People's views and comments are recorded in more detail under Quality of Care and Support and helped inform the evaluation of the service.

Self assessment

The Care Inspectorate is currently reviewing the use of self assessments and, as such, we did not request one prior to the inspection. However, during the inspection we did explore the quality assurance system and whether the service carries out a self evaluation.

From this inspection we graded this service as:

Quality of care and support	4 – Good
Quality of staffing	not assessed
Quality of management and leadership	4 – Good

Quality of care and support

Findings from the inspection

All of the people who received care and support from West Lothian Council stated that they received a good service. They were very satisfied with the staff and support they received. People said that the staff were caring in their approach and treated them with dignity and respect, and they particularly liked how they didn't do everything for them, but supported people to be as independent as possible.

People using the service also were pleased that they generally had the same staff and they liked this consistency. They also stated that they did not feel rushed and that staff were attentive.

Most people were aware that they were waiting for another agency to take over their package of care, as the West Lothian service is primarily a time limited service focusing on reablement. However, not all people were aware of this and some people expressed anxiety about this pending change, seeking answers to their questions about the process and their rights.

Most of the support plans were up to date, setting out clear instructions to carers as to the support agreed. Some people stated that the times of the visits were not consistently kept to, with some people saying the times can vary up to an hour or more on some days. This was evidenced in their support plans where carers have completed progress notes. Some plans were in need of review; this is in line with the legislation where all support plans are to be reviewed at least once in every six months. Some relatives spoke about the stress of being full time carers but they were not aware of other services that may be available to provide respite and additional care, such as day care. We will explore this further at next year's inspection.

The medication record system was altered last year following a complaint to the Care Inspectorate. These were examined during the inspection and, whilst these are easier to complete, there appears to be some confusion where people using the service are responsible for taking their own medicines and the staff's role to sign to say this is happening.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

While the service demonstrates many strengths in this area, there are areas for improvement which should be considered and taken forward by the management team; as such we have evaluated this area to be 4 - Good.

The service benefits from a good management infrastructure which ensures effective staff support. Staff confirmed that they are well supported, formally through the regular team meetings and supervision and informally. Staff stated that there was always management support available, including out of office hours.

Staff were confident, articulate and passionate about their roles. Staff spoke positively about the various training opportunities they have and how these give them more confidence when working with people with various conditions and needs. We met staff who worked in the two teams and discussed the different approaches to providing care and support, from reablement, focusing on supporting people to be as independent as possible and the more hands on approach. Most staff felt that the emphasis should be on enabling everyone to be as independent as possible, irrespective of which team they were supported by. At the time of the inspection, staff reported that they were also working across the teams as there were less reablement referrals.

The service had some quality assurance processes in place, including audits and service user satisfaction questionnaires. The manager is also required to produce an improvement action plan in keeping with the Council's own processes. As the service is registered and regulated by the Care Inspectorate, it would be appropriate to develop the quality assurance processes further and align these to the quality framework, carry out self evaluations and identify ways of involving people and their family in the quality systems and wider management of the service. Consideration should also be given to senior staff carrying out shadow visits as part of the service's quality assurance and staff development processes.

People using the service were unaware of the name of the manager, despite this being recorded on their support plan; however they all stated that they would contact the original worker who came to assess them for the service if they had any concerns.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to develop the service's own quality assurance systems and continuous improvement plans, self-evaluation/s should be undertaken and greater participation from people using the service, staff and other stakeholders should be sought.

This is in keeping with the Health and Social Care Standards. My Support, My Life.

4: "I have confidence in the organisation providing my care and support"

Grade: 4 - good

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
28 Jan 2019	Unannounced	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>4 - Good</div> <div>Not assessed</div> <div>4 - Good</div> <div>Not assessed</div>

Date	Type	Gradings
22 Dec 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
12 Sep 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
23 Nov 2015	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
6 Nov 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
27 Nov 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
6 Feb 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
30 Sep 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
8 Dec 2009	Announced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed

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