

Home Instead West Lothian Support Service

Unit 9
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Type of inspection:
Unannounced

Completed on:
12 May 2023

Service provided by:
Stevenson Care Ltd, trading as Home
Instead - Livingston

Service provider number:
SP2021000009

Service no:
CS2021000011

About the service

Home Instead West Lothian is a support service providing care at home to people living in their own homes. The service registered with the Care Inspectorate in April 2021 and is a franchise of the Home Instead group.

The service is provided by a team of care staff who Home Instead call Care Professionals. Care Professionals provide care to people living in West Lothian. Services include companionship, support with personal care, medication administration, meal preparation, domestic support and getting out in the community.

About the inspection

This was an unannounced inspection which took place on 10 May 2023 between 09:30 and 19:00, 11 May 2023 between 09:00 and 17:00 and 12 May 2023 between 09:30 and 13:00. 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 eight people using the service
- received feedback from 12 family members
- heard from 13 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People and their family members were very happy with the service.
- People received care from a small and consistent team.
- Care Professionals were respectful and took their time to involve people in their care.
- The management team were approachable and supportive.
- The service was following safer recruitment practices.
- The service would benefit from putting in a more comprehensive system of reviews for personal plans and risk assessments.

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?	4 - Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	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?

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 experienced an excellent level of respect and dignity in how they were cared for. The service recognised each person as an expert in their own care ensuring that they were central to planning how their care and support was provided. The service was working extremely hard at ensuring people were fully involved in determining what care would be provided, at what times, and by whom. People were involved in choosing their team of Care Professionals and the service took action to respond to feedback. This ensured that Care Professionals were matched to people with similar interests and backgrounds.

Everyone we spoke to talked with pleasure about their service and the Care Professionals that provided their care. People told us that they had a small and consistent team of Care Professionals. This meant that people felt safe and at ease because they knew who was visiting their home and providing their care. All feedback about the Care Professionals was very positive and included:

"The staff are wonderful."

"They are really caring."

"I am always pleased to see them."

"They make time for me."

Care was provided in a personalised way where people were treated with respect and genuine affection. There were warm and encouraging interactions between Care Professionals and people using the service. We observed Care Professionals engaging with people at every opportunity and taking time to listen and uphold people's choices. Care Professionals enjoyed spending time with the people they were caring for and were very positive about their relationships and what they were doing to help people. People responded with enthusiasm in participating in their care and this was helping people to maintain their independence and helping them to live at home.

Everyone told us that they were happy with the service they received from Home Instead. People and their relatives talked about the positive impact they have had on their lives including regaining confidence since they had started using the service, developing new interests and leaving their home after periods of not going out. We heard that:

"Home Instead is the best thing that has ever happened to me."

"I am very happy with Home Instead, they are excellent."

"The service makes a huge difference to me."

"Home Instead gives us peace of mind as we know [my relative] is safe."

"They made such a difference to [my relative's] quality of life."

"I have only good things to say about Home Instead. They have been life savers at very difficult times and we were very lucky to have found them when we did."

"I could not ask for a better, caring, considerate service."

"They are fantastic, I cannot praise them highly enough."

We observed people being encouraged and enabled to maintain their skills and interests with visit times planned around the person. This support was tailored to enable each person to live at home as long as possible. Family members talked of how the service was flexible and responded to requests for support to be changed. One relative told us, "They have been flexible and accommodating which has been so reassuring." While another relative told us, "I can phone anytime and let them know of changes, they tweak the service to suit."

Care Professionals were trained and understood their role in supporting people with their health care needs. We heard and observed the team responding to changing health needs. Care Professionals were confident taking action to promote people's health and wellbeing. The service worked well with other professionals involved in their care, ensuring that any concerns are passed on appropriately. One relative told us, "The office team provide assistance with contacting health professionals to arrange an appointment." This was helping people to maintain their health."

The service was communicating well with people. People told us that they felt confident contacting the office and that they would respond quickly. One relative told us, "Communication with the provider is excellent, using the app and also directly phoning in and emailing".

People and relatives were provided with access to an application (app) where they could see the daily contact notes that staff had written following their visits. We heard that "The app is really helpful, I can see what has been going on during the day with my relative, especially if I am not able to visit, it's very reassuring" and "The app provides excellent continuity for carers to note any concerns or changes observed by a colleague." This also supported the collaborative working with family members, as they could see if there were any concerns, or if the person being cared for needed anything. One person told us, "The notes are also used to alert family to household items running out." This meant they could arrange for these to be replaced.

How good is our leadership?

4 - Good

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

The management team had a good oversight of the service. Everyone said they felt confident speaking to the office management team and that they would respond quickly. Care Professionals told us, "The culture was open and welcoming." They described feeling supported by the management team and as a team they worked well together.

The service had quality assurance processes in place. Audits were completed for key areas of service delivery, such as medication administration, support with shopping transactions, record keeping, and service delivery. These were all helping to ensure that standards of good practice were in place and they were able to identify areas of improvement and address these.

The management team carried out regular competency checks with Care Professionals and welcomed feedback from people using the service. Additional support was provided to Care Professionals where individual support or development needs were identified. Although Care Professionals felt well supported, they were not receiving formal one-to-one supervision in line with the service's supervision policy. It is important that staff have access to regular supervision and appraisals in order to address any practice issues or concerns and to identify development needs to support staff development. We discussed the benefits of formal supervision and recording informal supervision for service improvement and staff development. The manager agreed to address this and we will check progress at the next inspection.

The provider was evaluating people's experiences to ensure that people were provided with the right care and support. Home Instead issued an annual questionnaire to people and Care Professionals seeking feedback on the service. People were confident giving feedback because they knew Home Instead would use the information to help improve the service. Recent satisfaction surveys were positive. We discussed with the management team how feedback could be used to inform the service development plan.

Home Instead West Lothian had good links with other community agencies and bodies. These connections enabled the service to signpost people to other organisations, reflect on their own service provision, and identify areas for development.

The service had a service development plan in place which linked to the Care Inspectorate's quality framework. We discussed how this could be enhanced by including satisfaction survey feedback; analysis of accidents, incidents and complaints; results of audits and learning needs analysis. We also suggested to the management team to include timescales to monitor progress. This will enable the manager to assess whether the actions and outcomes have been achieved within a set timescale. We look forward to seeing progress at the next inspection.

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.

People could be confident that new Care Professionals had been recruited safely and that the recruitment process reflected the principles of 'Safer Recruitment, Through Better Recruitment.' Care Professionals were interviewed with employment references, protection of vulnerable group checks and registration of professional bodies checks being undertaken.

Care Professionals had access to a wide range of mandatory and desirable training which was delivered via e-Learning modules and face-to-face training. Systems were in place through competency observations and staff meetings to remind Care Professional of training due and records were kept of training attended. Additional competency observations were carried out with new Care Professionals. This meant that Care Professionals were supported to maintain their knowledge and skills in order to keep people safe.

We heard from Care Professionals that the office team were available to them whenever they needed support. They had competency meetings and time to discuss performance. The office team were checking and ensuring that key training and registration requirements were maintained.

The team benefited from regular team meetings to ensure that they had access to service updates. These were recorded and made available to the team including Care Professionals who were unable to attend. This meant that Care Professionals could access this information at a later date and ensured that the whole team was aware of changes or updates.

How well is our care and support planned?

4 - Good

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

People had detailed personal plans in place which reflected their rights, choices, and wishes. They contained good information about people's preferences and what was required to keep them safe. They also provided good information about people's lives and past experiences that could be used to help inform their care and support. This meant people experienced personalised care which helped to improve their quality of life.

We heard that some people and their family members were involved in developing and reviewing personal plans. However, we sampled a range of personal plans and reviews were not being recorded on the personal planning system. This meant that staff did not have access to the most current plan because some personal plans were out of date and potentially inaccurate. This may have had an impact on the quality of care being delivered. (See Area for improvement 1).

During the inspection, we discussed with the management team the importance of having detailed risk assessments as part of the personal planning process. Although there were risk assessments in place, these did not contain enough detailed guidance for Care Professionals in minimising risks. (See Area for improvement 1).

Areas for improvement

1. The provider should ensure that Care Professionals are supporting people with up-to-date personal plans.

To do this, the provider should:

- a) implement systems to ensure that personal plans and electronic systems are accurate by updating plans following reviews and when changes in people's outcomes and support needs have been identified; and
- b) include a detailed risk assessment for key areas of risk with detailed guidance on how the team can minimise risk to the person.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

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?	5 - Very Good
1.1 People experience compassion, dignity and respect	6 - Excellent
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?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

How good is our staff team?	5 - Very Good
3.1 Staff have been recruited well	5 - Very Good

How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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