

Lanarkshire Houses Care Home Service

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Telephone: 01555 751 239

Type of inspection:

Unannounced

Completed on:

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Service provided by:

Capability Scotland

Service provider number:

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Service no:

CS2003015475

About the service

Lanarkshire Houses are operated by Capability Scotland and provide accommodation for up to 16 people on a long-term basis. The project is situated over two sites with the Carluke site, providing a service to 12 service users and the Lanark site for four service users.

The aim of the service is to work in partnership with service users, their relatives, staff and other professionals. The service seeks to enable individuals to lead their lives as fulfilled and independently as possible and to allow people to reach their maximum potential, whilst striving to maintain their dignity, respect and freedom of choice.

What people told us

We received a total of four questionnaires as part of our inspection of the service. These were completed by people who use the service and/or their relatives. On reviewing these questionnaires we found that 67% of responders completing the questionnaire were overall happy, with the quality of the service provided. One person disagreed when asked in the questionnaire if they were happy with the quality of care provided.

As part of the inspection we spoke to two people who use the service and they made the following comments :-

"I'm happy here, staff are good to me, they treat me well, I trust them, I like going out".

"I like living here, staff are good to me, they treat me with respect. I am happy and feel safe. I Like going shopping and being with my friends".

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?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	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 that the people who use this service generally experience a very good quality of life.

We saw good evidence of people experiencing a range of activities, for example, a trip to Prestwick, participating in go-kart racing.

We observed that people were treated with dignity and respect, were asked their opinion and choices and staff sought peoples permission before carrying out tasks.

We saw that people were supported to maintain their independence.

People said that staff listened to them and respected their point of view.

We saw that appropriate legal safeguards were in place to protect people.

Peoples civil rights were respected and people were registered to vote.

It was very good to hear that people had access to independent advocacy, to ensure that their views were listened to and taken into account.

We saw a very good example of a person being supported to communicate their feelings and wishes through the use of technology. This helps to reduce anxiety and frustration and enables people to express their wishes.

Staff have a good understanding of their responsibilities, to protect people from harm and to report any concerns.

Staff said that there was culture of openness, that they were confident in the support provided by the manager and they would not hesitate to report any concerns to her.

We found that peoples health and wellbeing benefitted from having access to a range of health care professionals, such as Speech and Language Therapy, Orthotics.

We found that the service had a robust system to manage peoples medication.

We thought that the service had a good system in place, to manage peoples finances, to ensure that monies were only used for the benefit of the individual.

We found that people are supported to do their own shopping, using their own money to buy their own things.

Areas for improvement

1. We suggested that it would be helpful, if people had an individual activity plan/programme, to show the range of things that people experienced.
2. We thought the service could improve how it demonstrates what peoples experience has been from taking part in activities.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

5 - Very Good

We thought that care plans were written in the first person and clearly showed how people wished to be looked after and how they wanted their choices and wishes to be met.

We found the way in which care plans was written demonstrated how peoples independence was supported and promoted.

We found that detailed and comprehensive reviews were taking place which involved people who use the service and their families.

We found that appropriate legal documents were in place, to support people and protect their rights.

We found very good risk assessment were in place to manage distressed behaviour and to manage specific conditions, for example, epilepsy.

We found that a start had been made in developing anticipatory care plans.

It was good to see that people had access to independent advocacy, to ensure people are able to express their needs and wishes.

Areas for improvement

1. We thought that the use of language in care plans and spoken language could have been better in places.

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	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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