

Lifecare Outreach Care at Home Support Service

2 Cheyne Street
Edinburgh
EH4 1JB

Telephone: 01313 430 944

Type of inspection:
Announced (short notice)

Completed on:
11 April 2023

Service provided by:
Lifecare (Edinburgh) Ltd

Service provider number:
SP2003002785

Service no:
CS2006118880

About the service

The Lifecare Outreach Service is part of Lifecare (Edinburgh) Ltd care services and has been registered as a Care at Home service since 2006. The service provides care and support to enable people to be involved in social interests within and outwith their home and as a respite arrangement for relatives/carers.

The service has a statement of aims and objectives:

"Our service is tailored to those people living in the community and offers a friendly and safe service in a person's home. It is for those who struggle to get out and about on their own, or who enjoy company, who may feel isolated and alone and want to do something different - just for a change. It also provides respite for carers from their caring duties, not purely for those wishing to access community or have company in the home."

About the inspection

This was an unannounced inspection which took place between 30 March and 11 April 2023. The inspection was carried out by one inspector 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 15 people using the service or their family/friends/representatives
spoke with 12 staff and management and reviewed documents.

Key messages

- People usually had consistent carers which helped them form trusting relationships.
- Staff were well trained and took responsibility for their own professional development.
- Staff were described as caring and respectful.
- People experienced benefits in their health and well-being from having the service

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?	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 have made an evaluation of very good for this statement. There were major strengths in how the service supported people ensuring positive outcomes. There were no significant adjustments needed.

People experienced a range of meaningful activity and opportunities which were tailored to meet their needs taking account of their wishes. Staff interactions were described as caring and respectful. Interactions had a focus on promoting people's independence and using their time in a way that was beneficial for them and their family. This helped both health and social care needs to be met.

People told us that:

"It gives me peace of mind",

"I am a secondary benefiter of the care offered and I appreciate the attention that our befriender (named) offers to (relative) & myself",

"Whatever my wife want to do they do.....she likes to go a walk"

"They are doing a great job."

People stated that they could raise concerns with the service if needed.

Clear care plans were used to deliver effective support to people. There was meaningful involvement of the people receiving care in the plans which took account of their needs preferences and wishes. This meant that the service was individualised and upheld peoples rights and choices.

Reviews were regularly carried out by team leaders and staff members contributed.

This meant that the care could be altered if necessary to continue to meet peoples' needs and preferences.

Peoples health benefited from the service because staff knew people well. Staff could identify any deterioration early and ensure appropriate interventions or professionals were involved.

People were supported to maintain their health with GP and nurse appointments. Care delivered helped individuals with skin problems and dietary needs and referrals were made if necessary to other professionals.

People's health and wellbeing benefitted from safe infection prevention and control practices carried out by staff. Personal Protective Equipment (PPE) was readily available for staff and all confirmed that they had received training in infection control practice which meant that workers knew about current good practice.

How good is our leadership?

5 - Very Good

We have made an evaluation of very good for this statement. There were major strengths in how the service supported people ensuring positive outcomes. There were no significant adjustments needed.

Leaders in the service had the ability to continually monitor the quality of service through their skills in effectively using the electronic systems.

Information on reviews, care plans, rotas and late visits could be monitored.

There was a comprehensive service improvement plan. The manager had a clear understanding of what was working well and what needed to be improved and developed in the service. Every opportunity to receive feedback from those receiving the service were taken and use to improve the care of individuals and the wider service. This meant that those leading the service understood the value of feedback and were responsive in using learning to improve.

Very good communication systems for relatives allowed them to easily contact the manager and share their views and comments. People were confident that they could make contact with the service and raise any issues.

One stated (about contacting the service), "Extremely satisfied. Kept up to date emails etc. Very good with communication".

Leadership of the service had a positive impact on staff. Staff were well supported through staff meetings and individual supervision sessions to remain effective in their roles.

There was management overview of SSSC registration which supported staff to be effectively registered and meet comply with the qualification requirements to remain on the professional register.

Staff commented " I feel well supported, enjoy my colleagues and find that the organisation lives up to the values that attracted me to the post in the first place -clients come first".

The Care Inspectorate ask services to report, important events and incidents in the service to monitor risk. We asked that the service update themselves so that there are no omissions. The management agreed to this.

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 provider should prioritise an immediate review of the roles and responsibilities of the registered manager and other members of the management and administration team.

This area for improvement was made on 30 October 2019.

Action taken since then

There had been a review of the service with a major pay review and changes made.

Two coordinators were appointed and the manager stated that this has vastly improved the situation.

Roles and responsibilities had been redefined and weekly meetings took place.

The leadership team continued to meet monthly.

This area for improvement had been met.

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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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