

# Lanarkshire Houses Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
26 January 2023

**Service provided by:**  
Capability Scotland

**Service provider number:**  
SP2003000203

**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.

## About the inspection

This was an unannounced inspection which took place on 24, 25 January and concluded on the 26 January 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 eight people using the service and two of their family members
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- spoke with one visiting professional.

**Key messages**

- We observed kind and caring interactions between the staff and the people living there.
- There are a variety of activities aimed at offering meaningful stimulation and connection with family, friends and wider community.
- The service can improve their infection prevention and control practices.
- The service can improve the quality of the care plans, ensuring reviews are held at least every six months or earlier if circumstances change.

**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 leadership?	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 made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. The strengths identified had a positive impact on people's experience of living in the care home.

### 1.3 People's health and wellbeing benefits from their care and support

### 1.4 People experience meaningful contact that meets their outcomes, needs and wishes

### 1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure.

People should expect their health to benefit from the care and support provided. Staff were knowledgeable of people's health and care needs and we observed caring and compassionate interactions between staff and people living there.

Records reflect that individuals access a variety of health and social care professionals and there are records of health care professional visits. This meant people's health benefitted from the right healthcare from the right person at the right time. We also found medications were managed using a system which could be checked to ensure accuracy.

There are care plans for all of the people living in the service and we found that these were personalised with some good information of the person's life history and needs and preferences in terms of health and care needs. However, we did find a number of contradictions and omissions and information from reviews had not always been transferred to the care plans to ensure that they accurately reflected on legal powers and health and care needs. The service should be able to accurately demonstrate a clear system for managing and facilitating regular reviews. (See Area for Improvement 1).

People experienced a range of meaningful activities and opportunities to help support wellbeing. This could be built on further using the personal plan process to ensure people's aims and aspirations are more fully met. (See Area for Improvement 2).

Meaningful contact with their loved ones is supported. Carers/relatives were able to visit when they wanted and spend time together in private spaces if they wished. Staff could support telephone calls or using IPAD's to help maintain contact with people who were further away and couldn't visit easily.

People should expect their health and wellbeing to benefit from safe infection prevention and control (IPC) practices. The environment appeared clean and tidy, with personal spaces decorated in line with their own interests and preferences. We advised the management that they should review how they ensure that the equipment is kept clean, ensure that ABHR is available at all entrances and to ensure that sanitary wear is cleaned in line with the National Infection Prevention and Control manual (NIPCM). (See Area for Improvement 3).

## Areas for improvement

1. To ensure that people's personal plans accurately reflect the individuals' current needs and wishes, and include the contribution of any other relevant party, these plans should be reviewed and updated within the six month period, or before if circumstances change.

This is to ensure care and support is consistent with the Health and Social Care Standards 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)

2. To ensure that the service assesses and reviews the activities and expressed outcomes/goals of individual's using the service, the service could improve how it demonstrates what the person's experience has been having taken part in activities.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: "I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors." (HSCS 1.25)

3. To support infection prevention and control practice in keeping with national guidance, the service provider should:

- ensure cleaning supplies are in keeping with national cleaning specifications, specifically in relation to sanitary ware,
- ensure that the equipment is clean,
- ensure that ABHR is available at all entrances.

This is to ensure care and support is consistent with the Health and Social Care Standards which state "My environment is secure and safe." (HSCS 5.17)

## How good is our leadership?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. The strengths identified had a positive impact on people's experience of living in the care home.

### 2.2 Quality assurance and improvement is led well

The service has a complaints procedure so that any concerns or complaints can be received and responded to appropriately. We saw evidence of this being carried out. The service has processes for recording and managing accidents/incidents in the service. The management are supported by a Quality Insurance Lead to ensure that appropriate actions are taken in response to the issues raised.

In order to self evaluate the quality of the care provided and identify areas for improvement the service adopts some quality assurance audits.

We discussed this with the manager, encouraging the team to expand the range of audits that would improve their ability to self assess on the quality of care provided. The service also has a service development/improvement plan which needs to be updated.

## 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

We suggested that it would be helpful, if people had an individual activity plan/programme, to show the range of things that people experienced.

**This area for improvement was made on 12 September 2019.**

#### Action taken since then

The care plans contained information regarding everyone's individual likes and dislikes in relation to activities and hobbies. We suggested that there is a method to capture the experienced outcome of participating in these activities to ensure that the list is kept up-to-date and accurate. This Area for Improvement has been MET

#### Previous area for improvement 2

We thought the service could improve how it demonstrates what people's experience has been from taking part in activities.

**This area for improvement was made on 12 September 2019.**

#### Action taken since then

We suggested that the service introduces a method to capture the experiences of people when participating activities in order to ensure that the activity/hobbies list is kept up-to-date and also to demonstrate how the service fulfils it's aims and objectives of 'enabling individual's to lead their lives as fulfilled and independent as possible.' This Area for Improvement is still Ongoing.

#### Previous area for improvement 3

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

**This area for improvement was made on 12 September 2019.**

#### Action taken since then

During the inspection, we found no evidence to cause concern regarding written or spoken language. This Area for Improvement has 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](http://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
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good



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