

ELCAP Housing Support Housing Support Service

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West Loan
Prestonpans
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Telephone: 01875814114

Type of inspection:
Announced (short notice)

Completed on:
18 January 2024

Service provided by:
ELCAP

Service provider number:
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Service no:
CS2004082814

About the service

ELCAP operates as a combined Care at Home and Housing Support service with a staff team of 301 covering both services. The main office is located in Prestonpans, support is provided across the Lothians to 180 people with a wide range of needs. Each person has an allocated team to support their individual needs with ELCAP providing support from a few hours per week to 24 hour support. Six operational leads, with geographical responsibility, manage the support workers and oversee the day to day running of the services.

About the inspection

This was a short announced inspection which took place on 9th to 11th January 2024. The inspection was carried out by two inspectors and one inspection volunteer 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/met fifteen people using the service and eight family members
- Spoke with thirty five staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with four professionals

Key messages

- People were treated with compassion, dignity and respect by a staff team they knew.
- People's health and wellbeing was supported.
- People enjoyed a wide range of activities.
- Staff benefitted from induction, regular training and support.
- Recruitment was difficult in some localities.
- A development plan was in place to support improvements.

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 made an evaluation of very good for this key question. Major strengths supported outcomes for people, which outweighed areas for improvement.

We observed people being treated with compassion, dignity and respect from a staff team who knew them. Some people had 24 hours of support whilst others had a few hours per day or week. Not all the people were able to freely communicate when we met them in their own homes, where we observed them to be happy, settled and surrounded by items personal to them. Staff knew people's preferences. One person we visited told us they 'liked all the staff'. Family members we spoke to told us their relatives were supported by consistent staff teams and the relationships they had were positive. This meant people experienced care and support from a staff team they knew.

Each person had a personal plan with relevant risk assessments if required. Reviews were regular with people and families told us they were included and felt able to contribute. Communication plans supported people where enhanced support was required. We observed some people's outcomes were not specific or meaningful to them and discussed this with the service during the inspection. They had recognised this was an area to be developed and staff training was to be organised. We will monitor this at our next inspection.

People were involved in activities they enjoyed and staff were aware of their preferences. One family member told us 'my relative loves music and the staff encourage them to listen to music'. Other families told us 'my relative goes to art and dancing'. Indoor and outdoor pursuits included people taking part in walking groups, volunteering in the local community and working in the local school. The service community coordinator and staff had developed and promoted 'Chatty Cafes' and some had embedded well into the community, other areas looked to plan them at different times to suit the people after receiving feedback from them. As a result people were involved in activities that were right for them and the service were responsive to their wishes and preferences.

People's health and wellbeing was monitored and they were supported by staff or professionals to attend appointments as required. Some people's personal plans contained additional information in the event of a hospital admission to further support them. People's plans contained information about mealtimes preferences, likes and dislikes and any health needs they had. People were supported to food shop, meal plan and where able assist with meal preparation in their homes. This showed that people's personal plan was right for them to help maintain their health and wellbeing.

Where people had medication prescribed or were supported with their finances, policies and procedures were in place including weekly audit checks. Staff benefitted from training and regular observations of practice. These measures helped keep people safe because staff were trained and skilled to support them.

Professionals who worked with the service told us they had good communication with staff and worked together. This meant people had care and support from the right people at the right time.

How good is our leadership?**5 - Very Good**

We made an evaluation of very good for this key question. There were major strengths which outweighed any areas for improvement.

The service had a development plan in place and had planned improvements for the year ahead. These included the introduction of an electronic system, Access, for personal plans and other quality assurance processes, as well as being a pilot site for the Effective Voice Framework starting from February 2024. Quality assurance audits were in place staff and operational leads were involved in these. Complaints, incidents and accidents were all managed through an on-line system, with actions and outcomes recorded. The manager had oversight of audits and collated information was then presented at board meetings. Policies and procedures were in place to support staff and were being reviewed by the management team. This meant people benefitted from a culture of continuous improvement as the service had quality assurance processes in place.

The service followed safer recruitment procedures and had recently introduced new exit interviews to understand and plan ongoing staff recruitment and retention. These approaches showed people could be confident staff had been safely recruited to care for them.

The service had identified some locations where it was harder to recruit and had worked with the council partners to look at ways to best support people. Professionals we spoke to told us - 'the service deals with concerns and issues effectively, we have good partnership working'.

People could be confident their care and support was consistent as people worked together.

The service had a vacancy for a community coordinator who, once recruited, would build on the community connections, introduce more 'Chatty Cafes' and use these venues to gather feedback from people. People, families and staff also had the opportunity to feedback through annual surveys. The service had an on-line social forum they used, however, after recent feedback, planned to reinstate the quarterly newsletter. This showed people were included in how services developed for them by being meaningfully involved.

Staff had induction as well as mandatory training and development opportunities. A matrix was in place to provide oversight of training due and completed. Staff were registered with their professional bodies. Staff seminars took place throughout the year and were either face to face or virtual. Staff also had regular continuous professional learning and observations of practice.

Staff meetings varied across the locations and the operational leads met every two weeks. The operational leads also supported out of hours on call. Staff told us they had good communication with the operational lead, others saying the manager provided good support.

This meant people could be confident in their care and support as staff were trained and skilled and had the opportunity to reflect on their practice.

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 and wellbeing benefits from their care and support	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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