

# Angels Home Care Lanarkshire Ltd Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
4 October 2023

**Service provided by:**  
Angels Home Care Lanarkshire Ltd

**Service provider number:**  
SP2015012622

**Service no:**  
CS2015342773

## About the service

Angels Home Care Lanarkshire Ltd is registered to provide a care at home and service to adults and older people with physical disabilities, learning disabilities, dementia, mental health issues and those with complex social or health needs in their own homes and the wider community. The provider is Angels Care at Home Ltd.

At the time of the inspection, 30 adults were being supported by the service. Individual support ranged from 30 minutes to a few hours per week. Support is delivered by one staff team and is provided within people's own homes living in Hamilton, Burnbank, Larkhall and Blantyre.

The registered manager and staff team work from the main office base in Hamilton. The manager is responsible for coordinating the overall running of the service. Two senior staff help to manage staff who provide direct support to people.

## About the inspection

This was an unannounced inspection which took place on 27, 28 and 29 September 2023 between 09:00 and 18:00. 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 nine people using the service and two relatives
- spoke with staff and members of the management team
- observed practice
- visited five people in their own home
- reviewed documentation
- obtained feedback from stakeholders

**Key messages**

- People were respected and treated with dignity
- People were satisfied with the quality of the care and support received in their homes
- Personal plans were detailed and guided staff
- Managers were competent and approachable
- Quality assurance processes and systems drove forward 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?	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 told us that staff interacted warmly and respectfully with them. Staff had good conversations with people who experienced care which had a positive impact on how people felt listened to. Time allocated for support met people's needs and people knew when to expect staff. We were told that care and support was carried out in a dignified way and personal preferences and choices respected.

The service has a well-established staff team. Staff were regular and knew people well. People described that visits were provided at the times agreed, and they knew what staff would be coming at each visit.

Feedback was positive about the quality of care and support people received. Comments included "Staff are excellent", "Very helpful and can't do enough", and "I have no complaints about the service, the staff are great." Relatives' comments included "Can't speak highly enough of the team at Angels", Mum would be lost without the care given" and "the communication is great, I am kept informed."

People were fully involved in decisions about their care and support through regular reviews. People benefited from personal plans which set out what they can expect from the service and their support. This supported inclusion and feeling valued. Where care needs had changed, staff were proactive in communicating actual or potential adverse outcomes with managers. Any necessary action was communicated quickly to social work or relevant health professional, so the right advice or action was taken. This meant people felt safe and well supported.

To meet people's medical needs, the service had well-managed medication system. Staff had received training, to support this task safely. There was oversight of medication management which included reporting of errors and actions recorded. We were confident that people's medication needs were being regularly reviewed and monitored.

Personal plans and risk assessments showed each area of care and support informed staff how to deliver care safely and took account of their personal preferences. We saw and heard about reviews which fully involved the person receiving care and their relatives. The interventions by staff showed that there was structure and meaning for the individual, encouraging independence and to take control of their life.

People experienced very good health and wellbeing outcomes because of their care and support. Staff knew people well, and they were able to pick up when they needed attention and support. Personal plans contained very good information about peoples' choices and preferences. People were involved in writing their plans and had a copy of their plan at home. This meant staff were supported with relevant information to help them understand different health conditions. People were at the centre of their support, and it was clear what matters to a person. This supports best practice: 'Guide for providers on personal planning.'

## How good is our leadership?

4 - Good

We evaluated the performance of the service as good in relation to this key question as there were important strengths which, taken together, outweigh areas for improvement.

The service demonstrated a positive attitude towards quality assurance. The management team had good oversight of what was happening within the service. We saw that regular audits occurred. Where issues were identified action plans were in place and monitored to ensure outstanding areas were addressed. This assured us, systems were in place to promote a culture of continuous improvement and good practice.

People we spoke with told us the management team were approachable and effective in dealing with any issues. We saw complaints were responded to effectively and in line with the complaints policy. This reassured us there was a system of checking in place to sustain good practice and keep people safe.

There was a service improvement plan in place. This assured us that the management team knew what was working well and what areas needed to improve. People experiencing care and their relatives were encouraged to participate in satisfaction questionnaires to gather feedback. This could be further enhanced through consideration of a more user-friendly format that is shared and accessible to key stakeholders. This ensures people are involved and remain fully informed of changes and developments in the home. **(See area for Improvement 1)**

Supervisions and competency observations were taking place regularly. Staff told us they felt supported, and management was approachable. This promoted a positive supportive culture within the service.

People were recruited following best practice guidance and completed an induction when they commenced employment at the service. New staff told us they felt supported in their role. This ensured staff had the skills and knowledge to undertake their role safely which supports better outcomes for people.

### Areas for improvement

1. To include people experiencing care and other stakeholders in developing the service, the provider should ensure that their views and opinions are reflected in service's improvement plan.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership'.  
(HSCS 4.7)

## 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?	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?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

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