

## Shared Lives (Midlothian) Adult Placement Service

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Dalkeith  
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Telephone: 0131 2713 706

Type of inspection: Announced (short notice)  
Inspection completed on: 29 November 2017

**Service provided by:**  
Midlothian Council

**Service provider number:**  
SP2003002602

**Care service number:**  
CS2007149597

## About the service

Shared lives (Midlothian) provides adult placement services to a number of adults with mild to moderate learning disabilities in Midlothian. The service is a "community based service that seeks to support people to achieve better outcomes they have identified, through providing personalised support to individuals in their own communities.

The service provided the following aspects of care:

- Day care
- Short breaks
- Long-term placements.

Shared Lives vision is "To assist every service user to achieve independence, dignity, choice, rights and fulfilment. We seek to do this by using the strengths of individual families and the community".

### **For the purposes of this report, the following terms are used:**

Adult placement carer - The adult placement carer is the person you go to stay within the placement. The adult placement carer is recruited and approved by the adult placement service to provide support and care in his or her own home.

Adult in placement - The adult in placement is the person receiving support and care from the adult placement carer in their own home. For the purposes of this report, this person will be described as the service user.

Shared lives worker - The worker who is employed by the adult placement service to supervise and support the placement with the adult placement carer. For the purpose of this report this description also included the shared lives co-ordinator.

## What people told us

We spoke with six adult placement carers and six service users either in person or over the telephone. The feedback we received from people was very positive. Many of the service users had been supported by their carers for a long time and had built very good working relationships.

Comments from service users:

"My carer takes me to music events and helps me to learn to sing and play the drums".

"My carer takes me to places I like to go to. He listens and understands me".

"I understand my carer sometimes has to attend training and meetings which helps me as he is a better carer".

"Shared lives helps me feel safe. Has helped me to get telecare installed".

"The staff know what I like to eat, the things I like to do and how to be treated".

"The service helps me to do things that I like to do and it gives mum a break to do what she wants and mum knows I am very happy with my carer".

"I feel very safe in X's care".

Carers felt supported by the shared lives workers through regular support meetings and on-going training and development opportunities.

Comments from carers:

"Short breaks and day care are the greatest support that vulnerable adults can have. In my own experience I have found that once my service user has begun to trust me, I feel that I have become their prop and I am very protective of them. It is an extremely satisfying job."

## Self assessment

We are not asking services to submit a self-assessment for this inspection year. Instead, we will ask services for their improvement or development plan and discuss any improvements they may have made or intend to make since the last inspection.

## From this inspection we graded this service as:

Quality of care and support	5 – Very Good
Quality of staffing	not assessed
Quality of management and leadership	5 – Very Good

## What the service does well

We found the overall quality of care and support to be very good. This has been largely achieved through the service users being supported by their carers for many years, knew each other well and the needs of people.

The adult placement carers we spoke with told us that they felt supported and valued in their work. Many attended the regular forum meetings which provided them with the opportunity to meet with other carers, share their knowledge and experience or learn from guest speakers invited to support them with their continued learning and development.

The service manager and his team of three staff were very familiar with the care needs of all the service users and the carers we spoke with commented favourably about the level of support and communication offered to them.

Comprehensive assessments, support plans and risk assessments were in place, which included the outcomes carers would support service users to achieve. Where six monthly reviews had been held, service users felt fully involved in having a say on how their care needs were being met. We could also see that support plans were updated following any changes in people's care needs.

Regular service user forum meetings are held, focusing on what people would like from the service and any improvements which could be made.

## What the service could do better

Through our discussions with service users, although the large majority of people were happy with the outcomes they were achieving with the support of their carers, we felt that additional support could be offered to perhaps identify further, more meaningful outcomes to focus on too.

Similar to our findings at the last inspection, we identified some gaps in the record keeping, namely six-monthly reviews of service user's support plans. Through discussions with the manager, it was acknowledged that not all of the reviews have been recorded in the same format. Some of the reviews are recorded formally, others are recorded within the daily notes. The service should look to formalising their approach to recording review meetings and their frequency. Please see recommendation 1.

Although we assessed the quality of leadership and management to be very good, we are making the recommendation that improvements are made to the quality assurance practices in place. This would then support the improvements highlighted within this report. Please see recommendation 2.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. The service provider should ensure that the support plans show evidence of a review being undertaken on a six-monthly basis or more frequently if required and reflect any changes in the care and support needs of the service user.

National Care Standards, Adult placement service - Standard 6, support arrangements.

2. The service provider should further develop their quality assurance systems to support the improvements identified in relation to six monthly reviews, safer recruitment audits and the storage of information.

National Care Standards, Adult placement service - Standard 5, Management and staffing arrangements.

## 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).

## Inspection and grading history

Date	Type	Gradings	
1 Aug 2016	Announced (short notice)	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
30 Sep 2015	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
31 Oct 2014	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	3 - Adequate
20 Jan 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
7 Mar 2013	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
13 Aug 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
22 Feb 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
12 Mar 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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