

## Shared Lives (Midlothian) Adult Placement Service

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Type of inspection: Announced (short notice)  
Inspection completed on: 1 August 2016

**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. Shared Lives 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 range of services provided includes day care, short breaks and long-term placements and some befriending.

A shared lives worker will work with each adult placement carer for their entire period of involvement with the service. Prior to any placement carers are recruited and assessed as competent and approved by a carer's panel. Currently there are a total of 16 adult placement carers, some of whom provide both long term support and short breaks. At the point of inspection there were four long term carers, the remaining carers provided daycare and/or short breaks.

There were two shared lives coordinators and one shared lives support worker, who are managed by the registered manager of the service.

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 purpose of this report the following terms are used:

**Adult Placement Carer**-The adult placement carer is the person you go to stay with in 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.

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

## What people told us

We met with two adult placement carers and two adults in placement as part of the inspection. We also spoke with a further three adult placement carers by phone.

Feedback from the adult placement carers was that they could not improve the excellent support from their shared lives workers. The adult placement carers told us that they felt there was very open and honest communication to the benefit of themselves and to the people in placement.

We spoke with two people being supported, both were very happy, being seen as part of the family. They said the support they also received from their named worker could not be made any better.

It was clear from speaking with both the adult placement carers and adults in placement there was a mutual caring and respectful relationship between them. This was also evidenced in the positive outcomes for everyone in placement.

The adults placement carers were offered professional, caring and empathetic support from their allocated workers. This benefitted both the care and the adult in placement.

## Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider. The provider identified what it thought the service did well and gave examples of improvements planned in the next 12 months.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

We found that the overall level of care and support was excellent. Because the carers had supported the adults for years, they all knew them very well, and this meant there had become, in the long term service especially, more of a family support ethos. This was very beneficial to the people supported who had thrived on the level of support given. We saw that the adults in placement were at the heart of the support, with both the carers and shared lives workers working together to improve the quality of the person's life.

The carers gave examples of the support they received, feeling they were listened to, their opinions mattered and that support was empathetic which in turn made more open communication to the benefit of the people in placement.

The support to the carers and adults in placement is clearly based on mutual respect, the team go out of their way to ensure the carers are listened to supported and that where issues arise they are on hand to solve these. It is a very small team of three people and the manager, they work hand in hand and discuss every aspect of the service together to ensure the best outcomes for the adults in placement and for the support to the carers. The team were supportive of each other and professional. The team members challenged each others decisions in an open and positive way which ensures the right decisions were reached for the best interests of the adults in placement carers and adults in placement.

We saw that the team were very good in recording detailed person centred information with regard to personal plans, reviews of support and communication with the carers and adults in placement. The shared lives team involved the carers in the development of the service through the three monthly carers meetings. The carers meetings also gave the opportunity for group training sessions. A forum for the adults supported had been further developed since the last inspection and this helped people look at what they wanted from the service and any improvements they would like to see put in place.

## What the service could do better

Whilst the qualities of records were very good we found gaps in record keeping. This included one to one supervision meetings with the shared lives worker and coordinators, reviews of placements and support meetings with adult placement carers. However everyone we spoke with at inspection told us they were very well supported by their worker and this issue was not one of direct practice but of keeping records updated in a timely manner.

Whilst we could see that there were full case notes of communication and contact with all the adult placement carers, we found there was a gap in linking the changes discussed to an update of the personal plan/profile. We could not see a formalised document which clearly showed the personal plans/profiles had been reviewed at least once in a six month period or as a result of changing health or support needs. However this was an issue of documentation and not of direct care and support which we found to be excellent. (See recommendation 1).

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. The support plan should show evidence of review at least once in a six month period. The plan should be reflected up to date, relevant support information including any changes made due to deteriorating health . National Care Standards, Adult placement service - Standard 6, support 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	
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

Date	Type	Gradings	
		Management and leadership	4 - Good
7 Mar 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
13 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 4 - Good
22 Feb 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
12 Mar 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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