

Home Care (Scotland) Support Service

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Unannounced

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Service provided by:
Home Care (Scotland) Ltd

Service provider number:
SP2018013207

Service no:
CS2018370470

About the service

The service registered with the Care Inspectorate on 1 March 2019.

Home Care (Scotland) is a care at home support service registered to provide services to older people living in their own homes within the Highland area., including one named person under 65 years of age.

The provider is Home Care (Scotland) Ltd.

The service's main aim is to "provide the highest quality, person centred care to support the individual to maintain and improve their quality of life in a safe, respectful, loving and professional manner."

What people told us

For this inspection we sought the views of people in a variety of different ways.

In September 2019 we asked the manager to hand out questionnaires to people who were using the service.

Fifteen Care Standard Questionnaires were issued to people using the service and 3 were returned

Two of 3 returned questionnaires indicated respondents 'strongly agreed' or 'agreed' that they were happy with the quality of the care and support received

During the inspection we spoke with 7 people who used the service and 5 relatives. Comments were positive:.

"The girls come on time. They are very, very good."

"They are all very, very good. They have a nice smile, and I get a laugh."

"The service is excellent, we are very happy."

"They mostly come when they say they are going to come. This varies sometimes, but they keep me informed."

"I am always involved in the care plan reviews."

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?	5 - Very Good
How good is our staffing?	5 - Very Good

How good is our setting?	not assessed
How well is our care and support planned?	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 observed that staff were compassionate and afforded dignity and respect to people. One relative confirmed, "they know my wife and they always treat her with such dignity." Another person told us, "staff always announce their arrival at my home."

Care and support was provided by four small teams of staff who generally knew people well and who had built up positive relationships with them, their carers and relatives. One person commented, "I have three carers that come in. They all live locally and I know them and they know me really well." However, one relative stated, "there is no consistency in staffing; we never know who is coming and they don't seem to know themselves sometimes." **(See area for improvement 1)**

People told us that staff were generally punctual, and arrived at a time which best met their health and care needs. One person said, "you can set your watch by them." However, a small number of people were frustrated that staff did not arrive on time. One person explained, "They are usually running late in the mornings - up to one and a half hours sometimes." Another relative stated, "you are never quite sure when they are going to come; it can be anywhere between 6pm and 8pm." **(See area for improvement 2)**

People generally said that staff had sufficient time to meet their care and support needs. One person commented, "The staff are splendid, they always go above and beyond." A relative confirmed, "we are never rushed, they are here for 60 minutes in the morning and they always stay for that time - I couldn't ask for more." However, some people told us that they did feel rushed, and that there was insufficient time to enable staff to meet their care and support needs. One person explained, "I feel rushed quite often and I don't get my full 15 minute allocation." **(See area for improvement 3)**

We observed that Service Agreements were generally accurate and outlined how the service would meet people's agreed care and support needs. However, one person stated, "I am not aware of my parents' Service Agreement; I'm not sure they have one." **(See area for improvement 4)**

We saw evidence that staff advocated for people to ensure services continued to meet their care and support needs as these changed. One relative told us, "the manager liaised on my behalf to ensure my wife's care package continued after she was discharged from hospital." Another person explained, "my service has just increased to four times per day - it was previously a daily service."

Care plans demonstrated that people had control over their medication and that their health and wellbeing benefited from a robust medication management system. One person confirmed, "Staff remind me in the morning to take my tablets." Another person told us, "They arrange for my tablets to be delivered."

Areas for improvement

1. The manager must ensure that people feel confident in their care because they always know who is coming to provide their care and support, and when to expect them.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that, 'I am supported and cared for by people I know so that I experience consistency and continuity.' (HSCS4.16)

2. The manager must ensure people's health and care needs are planned and delivered in line with their service agreement to support people, their relatives and carers to maintain their interests and lifestyles.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that, 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.' (HSCS4.15)

3. The manager must ensure that people experience care and support in an unhurried, relaxed atmosphere.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that, 'People have time to support and care for me and to speak with me.' (HSCS 3.16)

4. The manager must ensure that people benefit from a clear service agreement which sets out what they can expect from the service and their support, including how their identified outcomes will be met.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that, 'I know who provides my care and support on a day to day basis and what they are expected to do. If possible, I can have a say on who provides my care and support. (HSCS3.11)

How good is our leadership?

5 - Very Good

We observed that the service was well led and people were encouraged to be involved in improving the service. People's views from a recent questionnaire had been used to inform the improvement plan to ensure the service was meeting people's needs. A quarterly newsletter was used to keep people informed.

The service had a strong focus on continuous improvement supported by a robust auditing system. There was evidence that actions were followed up and improvements made. For example, training was arranged in response to a care plan audit to ensure staff consistently recorded and reported people's care and support needs.

An electronic system demonstrated people were getting the right care because the system monitored and recorded the time and duration of care visits. One relative told us, "the manager will call me if the staff are going to be late." Another person said, "the service is excellent, we are very happy."

People and their families had the opportunity to give regular feedback on their care experiences at six monthly review meetings or more frequently if there was an issue they wanted to discuss. One person explained, "the manager is great, she comes up here and goes through the care plan with us to make sure we're happy."

Most people told us that they knew how to raise a concern or complaint. One person explained, "I ring the manager and she will just fix things." However, one person confirmed, "I haven't needed to complain, but I don't know how to do this." **(See area for improvement 5)**

The manager and staff presented as committed to continually improving the service to ensure that people had as good a quality of life as possible.

Areas for improvement

1. The manager must ensure that people, their relatives and carers are aware of how to raise a concern or make a complaint.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that, 'I know how, and can be helped, to make a complaint or raise a concern about my care and support.' HHSCS 4.20)

How good is our staff team?

5 - Very Good

Home Care (Scotland) had a robust employment and selection process. We observed that staff numbers had increased as the service had expanded to enable people's care and support needs to be met.

The staff recruitment process ensured new staff had the skills, experience and knowledge required to meet people's health and care needs. The induction identified that staff did not start work until all mandatory training had been completed. Staff told us they had enough training to enable them to meet people's health and care needs. One staff member confirmed, "I have been supported to develop 100%. I have had lots of training which has helped me to do my job."

People told us that staff had the skills and knowledge to meet their care and support needs. One relative commented, "they all seem to know things and what will help me."

Small care teams ensured people knew the staff providing their health and care needs. Each team was led by an experienced senior carer. One person explained, "I have three carers that come in. I know which of the three girls are coming when. During holidays or sickness the three girls work out between them what the arrangements will be and let me know."

Staff told us that they were aware of the need to be flexible to ensure people's care and support needs were met when things changed. One staff member said, "I have my own designated area but I help out if help is needed somewhere else."

Staffing schedules demonstrated that people's needs were being met by the right number of staff. One staff member confirmed, "I have my own allocation. I know the people really well and they know me. We have more than enough time to provide people's care."

Staff told us they enjoyed working for Home Care (Scotland). One staff member told us, "I love my job, it is the best" whilst another staff member commented, "Michelle has supported me lots over the last few months and is always there if I have questions."

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

4 - Good

The service was performing at a good level where there were several important strengths which clearly outweighed the areas for improvement.

The plan of care and completed health and risk assessments contained good information to enable staff to provide people's care and support. There was evidence to show that generally people, their relative and or carer were meaningfully involved in planning their care and support through regular reviews. One relative told us, "I regularly sit with Michelle to go through my husband's plan of care."

The service should further develop the plans of care to focus on people's individual wishes and choices. Tasks can then be built around these to ensure staff know how to meet people's wishes and choices and encourage them to achieve their full potential.

Quality assurance processes ensured that the care was delivered effectively.

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?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	4 - Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

How good is our staff team?	5 - Very Good
3.3 Staffing levels and mix meet people's needs, with staff working well together	5 - Very Good

How well is our care and support planned?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

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