

Care service inspection report

IKL Care

Support Service Care at Home

45 Ramsay Tullis Drive
Tullibody
Alloa
FK10 2UD

Inspected by: Mary Soutar

Type of inspection: Announced (Short Notice)

Inspection completed on: 25 July 2012



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Service provided by:

IKL Care

Service provider number:

SP2007009374

Care service number:

CS2007163118

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

The agency is committed to providing a high quality service which is flexible, reliable and tailored to meet individual requirements. People receive care and support from a small, consistent team who know them well and are familiar with their needs and preferences.

Managers are easily accessible to people receiving care and their relatives and also to provide ongoing support to their staff team. They work with the team to meet the changing needs of individuals and support them to pursue their interests and maintain or develop their independence and quality of life.

What the service could do better

Managers should further develop their systems for recording. This will assist them in providing evidence of regular reviews and assist them with planning for ongoing development.

What the service has done since the last inspection

Policies and procedures have been revised taking account of comments from both staff and people using the service.

Conclusion

The agency continues to perform at a very good level providing a service which is consistent with their stated aims and objectives. Managers continue to demonstrate their commitment to ongoing improvement working in partnership with people who use the service.

Who did this inspection

Mary Soutar

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service based on best practice or the National Care Standards.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or conditions, a requirement may be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

IKL Care is a privately owned care company operating within the Clackmannanshire area. They provide care and support to both children and adults. Their primary aim is to "provide service users with the ability to be completely involved with their own care plan which will promote the independence that most service users look for i.e. choosing visit times and altering visiting times at short notice, also, to be included in the decision of carers provided for them".

The agency works in partnership with Clackmannanshire Council.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website

www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

This report was written following a short announced inspection that took place over two days beginning on 11 July 2012. The inspection was carried out by one Care Commission Officer, and feedback was provided to the management team on 25 July 2012.

As requested by us the care service sent us an annual return. The service also sent us a self assessment form.

We issued 10 Care Standards Questionnaires of which three were returned to us before the inspection.

We also issued seven staff questionnaires of which three were returned to us before the inspection.

During the inspection we gathered evidence from various sources, including the relevant sections of policies, documents and records including:

- Individual care plans
- Minutes from Meetings.
- The Introductory Pack
- Complaint Policy
- The self assessment
- Staff Information Pack
- Completed service users questionnaires
- Staff recruitment, appraisal and training records

We met individually with five people who use the service and some of their family members. We also spoke with managers and two members of staff.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from the provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings which we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they had planned. The provider told us how people who use the service had taken part in the self assessment process.

Taking the views of people using the care service into account

People using the service tell us they are very happy with the quality, reliability and flexibility of care and support provided. Comments include:

'The staff/carers really do care!'

'I have every confidence in this service especially as they try to fit in to accommodate me as much as possible.'

'I am in control of the service I get and that's what I want and need.'

'I can rely on them and if the staff have any time when they are finished my care they will sit down and talk to me. It really makes all the difference!'

Taking carers' views into account

Parents/carers also tell us they are happy with the service. Comments include:

'I am very happy with the care my child gets. The staff/carers are fantastic and we couldn't ask any more of them. They do everything they can to help me and my family.'

'The staff are really interested in my relative and want to improve his quality of life and experience.'

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

The service demonstrates very good practice in this quality statement.

People using the service and their families have a range of ways in which they can be involved in assessing and improving the quality of the service. As this is a small service managers have regular contact with the people using the service both in person and on the telephone. This gives them opportunities to give feedback informally. They also have the opportunity to have their say during reviews, at meetings and through questionnaires.

Through an initial meeting and an introductory pack people receive sufficient information to enable them to make an informed decision about using the service. People tell us they then work with managers to design a unique service which meets their individual needs.

Managers contact people soon after the service commences to ensure it is meeting their needs. This allows any adjustments to be made at an early stage. People using the service know the managers and tell us they are always contactable. They listen to any comments made and use this informal feedback to further develop the service. For example one person commented that it would be helpful to have an electronic copy of the rota so she could check it on her phone. As a result everyone using the service now has that option.

People tell us they are very happy with the quality, reliability and flexibility of the service. One person told us 'I've had the rest now I've got the best and I wouldn't want to change it!'

Through questionnaires based on the Quality Themes people share their views on all aspects of the service. Feedback from this exercise is very positive however managers recognise they need to encourage people to share their ideas about ongoing improvement. As a result they continually revise their methods and questionnaires through discussion with people using their service.

People tell us they can be involved in staff recruitment and choosing the staff that will support them. This allows them to directly influence the quality of staffing. People are able to have a say in which staff will support them, which they feel puts them in control of their care.

Managers are quick to respond to any comments made by people using the service. For example one person mentioned a different member of their team had supported them as staff had swapped shifts. This was addressed promptly and staff were reminded this must be arranged through managers to allow people to be notified of the change.

Areas for improvement

Managers recognise that the recording of contact with people using the service could be improved as only significant contact are recorded. This would help demonstrate how responsive and flexible the service is in meeting individual needs.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service user's health and wellbeing needs are met.

Service strengths

Prior to providing the service a full discussion and assessment of need and potential areas of risk is undertaken. The sharing of information and expectations at this stage allows a care plan to be developed which reflects the needs, wishes and commitments of individuals and their families. As a result each service is unique.

People using the service tell us the agency provides a very flexible and reliable service which is adapted and amended on an ongoing basis to meet their changing needs. For example one family change the support hours during school holidays to enable them to enjoy different activities and family outings. Others tell us they change times to accommodate their work or busy social life. One person told us 'care is organised around my needs rather than my needs having to be organised around fixed times for care'. Another person told us 'I chose this company because they allow me to be in charge of the support I get.'

Family carers tell us that staff have very good relationships and enjoy the company of their relative, and this reassures them. Parents of young children tell us having consistent staff offering support is really important to them as both they and their child are able to develop trust in them. It also means staff know them well and are capable and confident in meeting their needs. One Mum told us she 'has complete confidence in the staff' and that the staff member 'keeps me calm if there's a problem.'

Staff are clear about their role in supporting the health and wellbeing of individuals. They receive training to enable them to better meet the needs of the people they support. For example training in using a hoist is centred around the person who uses the hoist ensuring their particular needs and preferences are accommodated.

Staff are conscientious in reporting concerns or changes in individual needs to their line manager. They work in partnership with other agencies to ensure people receive the support they need.

During the induction process new staff meet the people they will be supporting and have the opportunity to become familiar with their needs and preferences by shadowing experienced staff. This is reassuring for people receiving the service as they begin building relationships and it allows staff to become familiar with home environments and where things are kept. Staff do not take over the provision of care unsupervised until both they and the person receiving care are comfortable.

People who participated in the inspection process tell us that staff respect their privacy and dignity when undertaking personal care tasks and have the skills they need to support them well. They tell us that staff are interested in the person receiving support and are always looking for ways to enhance their life experience. For example supporting teenagers to enjoy outings to bowling or the cinema and/or to develop some independence.

Areas for improvement

Although people using the service confirm the service is regularly reviewed and changed to meet their needs, for a few people records did not evidence this. Managers should therefore ensure that records evidence the six monthly reviews undertaken for everyone using the service as required by legislation.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

The quality of the services approach to this statement is very good. People using the service are invited to participate in the recruitment and selection of staff and/or to select the staff who will be supporting them. In addition please refer to the information recorded under Quality Theme 1, statement 1.

Areas for improvement

Managers are encouraged to give further consideration to how the views of people involved in staff recruitment can be recorded.

Although it appears that feedback from people using the service informs staff appraisals this is not clear in documentation. Managers should consider how this can be recorded to demonstrate how issues are addressed and compliments shared with staff. Consideration should be given to having individual supervision sessions.

Please also refer to Areas for Improvement as recorded under Quality Theme 1, statement 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

Through regular team meetings staff share good practice, access informal training and discuss any worries or concerns about people using the service. Team meetings also provide an opportunity for discussion and review of policies and procedures.

During these sessions staff are reminded about the Scottish Social Services Council Code of Conduct and their responsibilities. Recognising the benefits of ongoing professional development, staff work with their managers to identify training to increase their skills and enable them to better support people. They access formal training such as Scottish Vocational Qualifications and short courses arranged to help them better meet the needs of the people they support, such as training on Motor Neurone Disease. All staff are encouraged to voice their opinion and managers are supportive of changing circumstances and family commitments. As a result they work well as a motivated and committed team.

During the induction process new staff shadow experienced staff and undertake any training necessary to assist them to meet the needs of the people they will be supporting. For some this will include moving and handling and/or food hygiene.

During this period staff abilities and additional training needs are identified. The length of time spent shadowing is determined by previous experience and assessed abilities and is extended as required.

Areas for improvement

Through team meetings managers ensure staff are aware of their responsibilities in relation to the protection of vulnerable people. However it is recommended formal training is provided by a recognised agency. See recommendation 1.

The staff confirm they have access to the full range of policies and procedures. They also receive an information pack with details of policies, procedures and guidance relating to their employment. It is however suggested this be expanded to include whistle-blowing and relevant guidance for example what to do if they have concerns about a vulnerable person. See recommendation 2.

Managers are finding it difficult to access SVQ training for staff who have not yet completed it. One of the managers therefore plans to complete the assessors award.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. All staff should access training in the protection of vulnerable people.
National Care Standards, Care at Home 4.1 standard 1. Management and Staffing
2. The staff handbook should be expanded to include relevant policies, procedures and guidance such as whistle-blowing and the protection of vulnerable people.
National Care Standards, Care at Home 4.1 standard 1. Management and Staffing

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

The quality of the services approach to this statement is very good. People using the service and their relatives have a range of ways in which they can provide feedback and influence the ongoing development of the service. These are highlighted within Quality Theme 1, statement 1. This allows people to express their views in the way best suited to them.

Areas for improvement

Please see Areas for Improvement in Quality Theme 1, statement 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

Managers use a range of processes to enable them to monitor the outcomes for people who use their service. This includes:

- Ongoing informal contact
- Communication sheets
- Carrying out ad hoc and monitoring visits
- Managers working alongside staff allowing them to identify any gaps in knowledge or training requirements
- Obtaining feedback from other services such as Social Work Services

The agency has a comprehensive complaints procedure which is shared with everyone who uses the service. People tell us that they would not hesitate to contact one of the managers if they had any concerns about the service. People are aware of the Care Inspectorate and know they can contact them if they wish to make a complaint.

The agency is committed to listening and responding to the views of people who use the service and their families. This is confirmed by people using the service and their families who tell us they are very satisfied with the care they receive.

Comments include:

'Fantastic, I would never have believed I could trust anyone else with my child.'

'I just wish I had used the service earlier!'

'I am in charge of my care - I choose who supports me and how they do it.'

Areas for improvement

The managers recognise that their recording systems could be improved. However their primary focus continues to be on providing high quality care, which is recognised and valued by the people using the service. Never the less better recording systems would enable them to demonstrate the flexibility and reliability of the service and assist them in their ongoing drive for improvement. The managers are therefore considering employing an additional member of staff to assist them in developing their administrative systems.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

N/A

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
25 Nov 2010	Announced	Care and support 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
3 Feb 2010	Announced	Care and support 5 - Very Good Staffing 4 - Good Management and Leadership 4 - Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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