Sue Ryder Care
Support Service Care at Home
58 High Street
Arbroath
DD11 1AW
Telephone: 01241 878887

Inspected by: Susan White
Type of inspection: Announced (Short Notice)
Inspection completed on: 22 January 2013
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Service provided by:
Sue Ryder

Service provider number:
SP2007967940

Care service number:
CS2007167542

Contact details for the inspector who inspected this service:
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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 4 Good
- Quality of Staffing 4 Good
- Quality of Management and Leadership 4 Good

What the service does well

The service has developed person centred records which reflect the involvement of people who are supported by Sue Ryder Care.

Staff are very happy with recent changes to the service.

What the service could do better

Changes are being finalised and the benefits will be more obvious by the next inspection visit.

What the service has done since the last inspection

Since the last inspection, the manager has left the service and a new management team has been introduced. This has brought several important changes for staff teams and for service users. All of the changes appear to bring positive benefits for the people who are supported by Sue Ryder Care.

Conclusion

Sue Ryder, Arbroath has weathered major changes since the last inspection. This has been managed well. Staff teams remain enthusiastic and focused on delivering a very good service. People who use the service have confidence in the staff delivering care and support.
Who did this inspection
Susan White
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.careinspectorate.com.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it could do more to improve its service, 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 but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Sue Ryder Care provide a care at home service for adults with a range of care and support needs in their own homes. Service users were provided with support, assistance and personal care to enable them to live as independently as possible in their own homes.

The underpinning ethos of the service is to empower those most in need and to help their families to overcome the challenges they face with a holistic approach to care. The principles of the National Care Standards are incorporated into the stated aims and objectives of the service.

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

Quality of Care and Support - Grade 4 - Good
Quality of Staffing - Grade 4 - Good
Quality of Management and Leadership - Grade 4 - 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 notice inspection of the service on 16 January 2013. The inspection was carried out by Susan White, Care Inspectorate.

The manager of the care service sent us an annual return and a self assessment form. We talked to the manager, staff in the service and service users during the inspection.

We sent questionnaires to service users/relatives and received 12 responses which we took into account for this report.

We looked at records and documents during the visit. These included -

- certificate of registration
- public liability insurance
- written risk assessments
- a sample of six care and support plans
- audits and quality assurance systems
- information on the office noticeboard.

We talked to the manager and senior staff.

We reminded the manager about recent changes to legislation - The Public Services Reform (Scotland) Act 2010 and we discussed the need to update policies and procedures in light of these changes. We explained our Regulatory Support Assessment which is part of our preparation for the inspection visit.

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](http://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.

The Care Inspectorate received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each heading that 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 service provider told us how the people who use the care service had taken part in the self assessment process.

Taking the views of people using the care service into account

‘I only use the service to take me out shopping. I find the ladies who come are kind and helpful and I would be happy to ask for further services if this is ever required.’

Taking carers’ views into account

‘Although there has been quite a turnover of staff, new staff are introduced to our home by someone we know. We have ‘known faces’ most of the time.’

‘I understand the service, at present, is undergoing changes. This is difficult for our relative.’
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: 4 - 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
We looked at a sample of support plans and saw that regular reviews of care and support were carried out by senior staff at Sue Ryder Care. Social work staff chaired some of the meetings. We saw that relatives were also involved in the reviews of care where this was agreed with the service user.

The service has sent our questionnaires to all service users to gather views on the experience of being supported by the staff team. Initial feedback was good and the manager plans a formal evaluation of the responses. She plans to inform service users and others of how the service is rated and how it plans to improve in areas identified.

The manager discussed that recent changes have been made to how the service users are supported. One major change was that staff rota for visiting was agreed with service users and staff were recruited to support this rota. This appears to be working well. This approach gives a more consistent service. One comment from a family in November was 'I feel my relative should have key workers who know them and are able to deal with their complex needs'. We feel the changes in place should help with similar situations.

Areas for improvement
Changes have recently been put in place. We expect that by the next inspection, these changes will have made an impact on the quality of response to identified problems for service users.
Sue Ryder Care has taken a survey in all Scottish services. An action plan is in place. We have not taken account of this survey at this inspection as the issues raised are not currently a priority for the Arbroath service, which is stabilising after a difficult year.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 3
We ensure that service users' health and wellbeing needs are met.

Service strengths
We sampled seven care and support plans. We found that Sue Ryder Care supports people with very different care and support needs. By using a person centred approach, the staff teams have the skills and experience to support the range of individuals.

We saw that individual files had a note of family contacts and all involved health contacts. We saw some evidence of contact with health professionals, as required.

We saw that staff had had training in supporting health needs, for example, management of diabetes.

In one file we saw excellent detail about supporting a person’s personal care needs. In this person’s situation, the level of detail was appropriate. In other files, the level of detail needed was much less, but sufficient for staff to deliver appropriate support.

We saw that one person who had support had communication issues and staff had worked with speech and language specialists to use systems which suit the individual.

Areas for improvement
Staff are working hard to review all of the care and support files to collect and use the information in a person centred system. This should be in place at the time of the next inspection.

Training to meet specific needs of people with autism is planned. This will help develop a staff team with the particular skills and knowledge to support individuals and therefore families.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0
Quality Theme 3: Quality of Staffing
Grade awarded for this theme: 4 - Good

Statement 3
We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths
We sent questionnaires to staff and had six responses. All said they felt they were supported well by the manager. One response said 'Staff have ample opportunities to discuss any concerns with management and management work hard to ensure a good level of care is given to clients and that staff have everything they require to work safely and effectively'.

We interviewed staff on duty on the day of inspection. They confirmed that training for staff has been a high priority to ensure that staff work consistently to a very good standard. Training records were seen and reflect that new staff have had induction to their role. All initial training has been put in place and senior staff have carried out a spot check to ensure that new staff are carrying out care, such as moving and handling, in the correct manner.

We spoke with a senior carer. She said she had previous experience as a carer and this has helped with recruiting and inducting new staff. She said that previously she spent most of her time sorting out the staff rota to ensure that care needs were met. She said a new system for managing the rota meant that she could concentrate on care plans and monitoring that care was delivered to a very good standard.

While senior staff have not currently had formal training in their management role, they have been involved in mock interviews and mock reviews to help build confidence in undertaking these duties. This appears to be going well.

Areas for improvement
The service has plans for further specific training to ensure that all staff have the skills needed to deliver care and support to a very good standard. New staff are keen to develop and improve their skills.
Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0
Quality Theme 4: Quality of Management and Leadership
Grade awarded for this theme: 4 - Good

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
Sue Ryder Care has put in place a system of audits and checks to ensure that personal care and support needs are delivered to a very good standard. At the time of this inspection, the process was nearing completion.

Senior care staff said they felt that the spot checks to people in their homes has made them more visible to service users and this helps them feel secure. One comment from staff was that recently ‘everything to do with the company has improved dramatically’.

We saw that Sue Ryder Service User survey had sent out 100 questionnaires and received 34 responses. These responses rated the service mainly ‘good’. The manager said this was a good benchmark for future surveys.

Areas for improvement
The service should continue to build on the systems of monitoring that the quality of the service meets the needs of the service users and the development of the organisation.

Grade awarded for this statement: 4 - 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
Not applicable.

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 SCWIS 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

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<thead>
<tr>
<th>Quality of Care and Support - 4 - Good</th>
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<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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<th>Quality of Staffing - 4 - Good</th>
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<td>Statement 3</td>
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<th>Quality of Management and Leadership - 4 - Good</th>
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<td>Statement 4</td>
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6 Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>27 Mar 2012</td>
<td>Announced (Short Notice)</td>
<td>Care and support 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Management and Leadership 4 - Good</td>
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<tr>
<td>21 Jan 2011</td>
<td>Announced</td>
<td>Care and support 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Staffing Not Assessed</td>
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<tr>
<td></td>
<td></td>
<td>Management and Leadership 4 - Good</td>
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<td>23 Feb 2010</td>
<td>Announced</td>
<td>Care and support 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Management and Leadership 3 - Adequate</td>
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<tr>
<td>12 Mar 2009</td>
<td>Announced</td>
<td>Care and support 3 - Adequate</td>
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<tr>
<td></td>
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<td>Staffing 3 - Adequate</td>
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<td>Management and Leadership 3 - Adequate</td>
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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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