

Care service inspection report

Bupa Home Healthcare - Care at Home Service

Support Service Care at Home

Unit 3 & 5, Weardale Lane Queenslie Industrial Estate Glasgow G33 4JJ

Inspected by: Fiona Stevenson

Type of inspection: Announced (Short Notice)

Inspection completed on: 14 March 2013



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Service provided by:

Bupa Home Healthcare

Service provider number:

SP2009010581

Care service number:

CS2009232621

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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

This service have very good systems in place to ensure that communication between service users and staff are maintained effectively. The manager and staff team work closely with other care providers within the community to provide a very good quality service to meet the individual care needs of the people they support.

What the service could do better

The management and staff team demonstrated a commitment to the continuous development and improvement of the service.

What the service has done since the last inspection

This is a service which performs at a high level and has maintained its very good grades across the Quality Themes inspected.

Conclusion

The service is very good at working in closely with the people who use the service to provide support which is flexible and tailored to the needs of the individual.

Who did this inspection

Fiona Stevenson

1 About the service we inspected

Bupa Home Healthcare nursing service provides nation wide, community - based healthcare to service users with a variety of care and support needs. The service works in partnership with other care providers within the National Health and Social Services to provide packages of care including parenteral nutrition, home medication services, and the provision of complex and continuing care to service users within their own homes.

Bupa Home Healthcare places nurses and support staff with the appropriate skills and experience to deliver the care packages.

The service is managed and administered from offices in Glasgow.

The services home policy document states 'Whatever the individual requirements, our aim is always to ensure that patients enjoy a smooth transition out of hospital into their own home or local community - improving quality of life, without compromising the quality of care.'

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

We compiled this report following an unannounced visit on 4 March 2013. We gave feedback to the Clinical Manager on 14 March 2103.

The inspection was carried out by Inspector Fiona Stevenson.

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

We received five completed Care Standards Questionnaires from service users and staff. Comments made by service users and staff informed the inspection and are included in the inspection report.

We spoke with the Clinical Manager and Home Care Sister.

Documents sampled included:
The service's policies and procedures
Service user information packages
Minutes of meetings
Outcomes of satisfaction surveys
Information booklet
Support plans
Risk assessments
Induction programme for new staff
Staff supervision records
Training plan and records
Quality assurance policy
Records of audits.

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 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 of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned.

Taking the views of people using the care service into account

There was a very high level of satisfaction with the standard of the care and support, and the quality of the staff provided by the service. One person commented, "The service provided is excellent".

Taking carers' views into account

There was a very high level of satisfaction with the standard of the care and support, and the quality of the staff provided by the service.

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

We found the service performance was very good in the areas covered by this statement.

We came to this view after we:

- gathered the views of people who use this service
- spoke with management and staff
- looked at documentation.

Feedback from the people who use the service was that they were very happy with the quality of support being provided and that their views were sought about their support.

To gather the views of people using the service and of external stakeholders the service used regular one to one and group meetings and formal review meetings.

There was good evidence of the consultation between the service and service users and carers. We saw that the management and staff team were committed to involving the people who use the service in the provision and delivery of the packages of care and support.

The support plans we viewed reflected consultation between staff and the person they were supporting; this ensured that the support plan focused on the individual, promoted choice and reflected preferences regarding service provision. Support plans were being evaluated regularly and formally reviewed.

We saw evidence of the service being responsive to issues raised by service users.

Inspection report continued

Areas for improvement

The service demonstrate a commitment to continuing to look at ways to gather the views about service provision from the people they support. This would help to further improve communication links and relationships with the staff team.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Statement 3

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

Service strengths

We found the service performance was very good in the areas covered by this statement.

We came to this view after we:

- gathered the views of people who use this service
- spoke with management and staff
- looked at documentation.

Feedback from the people who use the service was that they were very happy with the quality of support being provided and that their views were sought about their support.

This service deliver care and support to people with complex healthcare needs. The support plans we viewed provided detailed information and guidance regarding the care and support being delivered. The support plans reflected a person centred approach to care and support.

We noted that the service works in partnership with a range of community and hospital based healthcare professionals in assessing care needs and in developing care packages.

The staff team had undertaken training which was specific to the care and support needs of the people they were supporting.

The organisation had appropriate policies and procedures in place to guide staff with care and support issues. The service had a range of relevant up to date best practice guidance documents for staff to access.

There was a schedule of regular care review meetings involving the service users, carers and other

healthcare professionals to ensure that there was ongoing evaluation of care and support needs.

Service users who returned our questionnaires told us they were very satisfied with the standard of care and support being provided by the service.

Areas for improvement

The provider is in the process of reviewing some policies and procedures including the 'Safequarding Vulnerable People' policy.

Inspection report continued

Grade awarded for this statement: 5 - Very Good

Number of requirements: 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

We found the service performance was very good in the areas covered by this statement.

We came to this view after we:

- gathered the views of people who use this service
- spoke with management and staff
- looked at documentation.

People using this service commented positively about the skills and experience of staff to meet their support needs.

The organisation had recently undertaken a satisfaction survey involving staff. The outcome of the survey has been analysed and the results will be shared with the staff group.

There was a system in place to observe staff practice and performance when they were delivering support. Any issues arising from these checks were managed through the staff supervision process. The service also use comments from service user consultation to help inform staff supervision and appraisals.

The evidence reported under Quality Statement 1.1 is applicable here.

Areas for improvement

The management team demonstrated a commitment to continue to maintain this level of performance.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Statement 3

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

Service strengths

We found the service performance was excellent in the areas covered by this statement.

We came to this view after we:

- gathered the views of people who use this service
- spoke with management and staff
- looked at documentation.

People using this service commented positively about the skills and experience of staff to meet their support needs.

The service had developed their training plan to ensure continual service improvement and development. The training plan took the needs of the people who use the service into account by including specific support and care needs based training as well as mandatory training.

There were systems in place to ensure that clinical staff met the continuous professional development requirements of their professional and regulatory bodies.

The organisation had good system to regularly assess the skills, knowledge and competency of staff. This included regular clinical supervision by senior staff shadowing workers at the point of care delivery in the service users home.

There was a range of policies and procedures in place to guide and support staff to deliver care and support safely and to a high standard.

The staff who returned our satisfaction questionnaires reported a high level of job satisfaction and good training opportunities.

We noted that the management and staff team were working with community and hospital healthcare professionals. There was a multidisciplinary approach to the assessment and support of service users complex healthcare needs.

There was evidence that staff had been involved in a range of team meetings and had regular supervision sessions. There was an annual appraisal system in place.

Areas for improvement

The management team demonstrated a commitment to continue to access training relevant to the care and support they deliver to improve the knowledge base of the whole team and promote good practice.

Inspection report continued

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

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

We found the service performance was very good in the areas covered by this statement.

We came to this view after we:

- gathered the views of people who use this service
- spoke with management and staff
- looked at documentation.

There was evidence good communication pathways between the management team and service users and their carers. The service responded appropriately to concerns and issues raised.

The evidence reported under Quality Statement 1.1 and 3.1 is applicable here.

Areas for improvement

The service demonstrate a commitment to continuing to look at ways to further improve communication links and relationships with the people who use the service..

Grade awarded for this statement: 5 - Very Good

Number of requirements: 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

We found the service performance was very good in the areas covered by this statement.

We came to this view after we:

- gathered the views of people who use this service
- spoke with management and staff
- looked at documentation.

We noted that the management team had developed a very good level of communication with the people who use the service and with the staff.

The staff who returned our satisfaction questionnaires commented that they felt supported by the management team.

The organisation undertake an annual staff survey. This includes questions about leadership and management practice within the service. The most recent survey has been analysed and the results will be shared with the staff group.

There was a system of quality assurance activities which the management team carry out with the staff team.

Staff were supported by on going training and development opportunities including regular performance reviews.

The organisation offers development programmes to various levels of clinical staff to develop and enhance their management and leadership skills. There was evidence of regular staff briefings and meetings.

Areas for improvement

The management and staff team were committed to continue to look at ways that they can develop and improve the quality of management and leadership of the service to ensure the highest standards of care and support are provided.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 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

None.

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			
tement 1 5 - Very Good			
Statement 3	5 - Very Good		
Quality of Staffing - 5 - Very Good			
Statement 1	5 - Very Good		
Statement 3	6 - Excellent		
Quality of Management and Leadership - 5 - Very Good			
Statement 1	5 - Very Good		
Statement 4	5 - Very Good		

6 Inspection and grading history

Date	Туре	Gradings	
4 Feb 2011	Announced	Care and support Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very 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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- که بای تسد ریم رونابز رگید روا رولکش رگید رپ شرازگ تعاشا هی

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