Care service inspection report

British Red Cross
Support Service Care at Home
1 Wheatlands Mill
Wheatlands Road
Galashiels
TD1 2HQ
Telephone: 01896 751888

Inspected by: Lesley Smith
undefined
Type of inspection: Unannounced
Inspection completed on: 5 March 2013
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**Service provided by:**

British Red Cross

**Service provider number:**

SP2003000222

**Care service number:**

CS2005091544

**Contact details for the inspector who inspected this service:**

Lesley Smith
Telephone
Email enquiries@careinspectorate.com
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

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
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<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
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<tr>
<td>Quality of Staffing</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>5</td>
<td>Very Good</td>
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What the service does well

British Red Cross forge strong partnerships with the service user, using a person centred and led approach. There are well established processes to measure the impact of their service on the quality of life experienced by the service users.

British Red Cross works in partnership and collaboratively with a large number of local organisations. They have developed strong networks and supports throughout all the local communities in the Scottish Borders area. The staff team have a wide knowledge base and work hard to keep abreast of innovations and change.

What the service could do better

The support plans are of a good quality but would benefit from more detail. This would provide the Buddies with clearer information and make the measurement of outcomes more thorough and focused. Buddies are the trained Volunteers who provide the support to service users over a three month period.

What the service has done since the last inspection

British Red Cross in Galashiels, working in partnership with the local authority and the local health authority, have continued to develop additional services which will improve the range of choices and opportunities for adults with age, health or vulnerability needs. These additional services will support individuals to remain in their local communities for as long as possible.

The manager continues to work in a proactive, person centred manner.
Conclusion
The British Red Cross are providing a very good preventative service for adults with low to moderate needs, working in a personalised way. They provide excellent support to individuals, in times of difficulty or need. They work positively in partnership with service users, services, local networks, the health authority and the local authority to help adults remain at home.

Who did this inspection
Lesley Smith
undefined
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at: www.careinspectorate.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 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. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.
- 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.

Service users are referred to the British Red Cross by a variety of means, including self referral and via the local authority. They work with Co-ordinators to identify the issue, the potential solution and the expected outcome.

British Red Cross are funded through the local authority and health board to provide a range of supportive and preventative services across the Scottish Borders area. These services are time limited and aim to support individuals with low to moderate support needs to stay at home for as long as possible. The terms low, moderate, substantial and critical need are the definitions of need set out by Scottish Government. Substantial and critical need are usually met by the local authority whilst British Red Cross support adults with low to moderate need. They do this by:

1. working with adults in a person centred way to provide information on a wide variety of local services and networks.

2. providing appropriate short term support (up to 12 weeks) to assist adults to identify and access local services and networks.

3. supporting and expediting hospital discharge for adults who no longer need to remain in hospital.
The Service Manager leads the Red Cross service, which is divided into two projects - Neighbourhood Links and Buddies. The Manager is supported by three Neighbourhood Links Co-ordinators, who receive all referrals and carry out the initial assessment. From this assessment, they work with the service user to determine what they need from the service and the outcomes they wish to achieve.

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 visited this service on the 26th, 27th of February and the 1st of March. We gave feedback on the 5th March. We met with the Manager, three Co-ordinators, one service user and one family member.

We looked at:

Staff Files including training records
Volunteers Files including training records
Service User records

We looked at:

British Red Cross Welcome packs and documentation - for example surveys and annual reports
Care Inspectorate questionnaires
Staff meeting minutes
Complaints policy and records
Accident and incident records
Policies and procedures - for example recruitment
The Self assessment provided by the service
Care Inspectorate Questionnaires which had been completed by both service users (4) and staff (3) - 7 in total

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
What the service has done to meet any recommendations we made at our last inspection

At the last inspection in January 2011, there were two recommendations.

1. A local participation policy should be developed which clearly details how service users and their relatives, can be involved in assessing and improving upon the overall quality of the service.

We saw that this policy is now in place. There was a leaflet in the Welcome pack which invited service users to send through their comments and complaints. A prepaid envelope was provided to assist in the process. Regular reviews and exit interviews also asked for comment. There was evidence to confirm that the Manager audits this process and implemented changes where indicated. This recommendation has been met.

2. The service should provide service users with information on independent advocacy.

We noted that there is a leaflet about advocacy in the Welcome pack. This recommendation has been met.

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 service provided the Care Inspectorate with a comprehensive and accurate Self Assessment.
Taking the views of people using the care service into account

One service user told us they had received a very good service which had helped them to regain independence and confidence. We were also told in a Care Inspectorate questionnaire that the volunteer ‘was perfect’.

Taking carers’ views into account

One carer said that the care and support was excellent and greatly appreciated.
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
It was clear from the documentation we observed that the Co-ordinators work closely with the service user in a series of initial interviews. Once they receive the referral information, the Co-ordinators work with the service user to identify what they want to achieve. We saw this in the interviews we observed and received confirmation this is the case in the Care Inspectorate questionnaires we sent out. Family members were also involved at the discretion of the service user.

We read the very extensive information pack which each Co-ordinator takes to the initial appointment. The pack provides useful general information on a number of relevant topics, but is also the basis for identifying what help was required. The information also clearly explained what the Neighbourhood Links and Buddy services can offer in clear language with helpful examples. There was also comprehensive information on how to complain.

Many service users benefit from either receiving information or signposting to other agencies who can offer specific help. This is done either on their behalf by the Co-ordinators or they are given the information to do so. We noted that British Red Cross did check with the service users how they experienced the service and their level of satisfaction with the information provided. The analysis of service user response was very positive. We saw the evidence for this conclusion during the inspection period both within the responses and in the annual report dated November 2011 - September 2012. We also heard from service users we contacted who considered they had been listened to and appropriate advice and information given.
Service users who were identified and wished to have Buddy support also confirmed they had been fully involved in the process. We observed a Co-ordinator working with a service user and their family and we saw clear evidence that this was the case.

We saw confirmation of positive responses in questionnaires completed by service users after the service had ended and in minutes from the Exit interview.

We confirmed the Co-ordinators carried out regular reviews during the three month period. This was reflected in documentation and confirmed by service users and their families. Additionally there was evidence that Co-ordinators also made interim check calls to ensure the service was exactly what the service user had asked for or whether some changes were required. Where alterations were indicated, there was evidence to confirm these had been made.

We saw evidence of systematic reviews, both formal through a review meeting and in informal reviews via the telephone. We were aware that the Service manager made quality control checks. Service users also had the opportunity to attend meetings and forums to make suggestions or discuss the service delivery.

We were impressed with the level of service user participation which was available throughout all aspects of the service.

**Areas for improvement**

The service should continue to build on their person centred approach to care planning.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
Statement 3
We ensure that service users' health and wellbeing needs are met.

Service strengths
Co-ordinators prepared Initial Outcomes Assessments with the service user as part of the planning process. These assessments provided a useful reflection on how the service user felt at the point of intervention and was followed up at the end of the service by a further assessment. This provided confirmation that the service had a measurable impact on the service user's wellbeing. We saw further evidence of the impact in documentation from service users. A service user also told us how much better they felt having regained some independence through working with the Buddy scheme.

We saw evidence in case records that Co-ordinators effectively liaised with agencies and positively collaborated with other professionals where this was indicated. There was confirmation in service user files that appropriate permissions had been signed. A good example of this collaboration in action was the British Red Cross working alongside the local authority on a re-enablement project. This project combines the skills and knowledge of both organisations to provide a holistic service to more appropriately meet the needs of service users. We also saw good evidence that British Red Cross advocated both appropriately and proportionately on behalf of, and with, service users. For example, with the Department of Work and Pensions.

The service delivered was led by the service user. They were actively involved in deciding what they wanted to achieve and how they wished to do so. The support planning stage supported this and helped the service user focus on what they felt was important. The British Red Cross had a staff member trained in healthy living and wellbeing who delivered training on the subject to volunteers. The latter were then able to make suggestions where appropriate. We felt the process indicated the British Red Cross delivered a thoroughly holistic service, including physical health, mental health and wellbeing issues.

We noted evidence from training plans and schedules that volunteers were routinely trained in issues which could effect service users and the delivery of their service. For example, training had been provided in dementia awareness.

We were told and observed evidence that Buddies were carefully matched. We saw the impact of this in several good examples and we heard confirmation this had a very positive impact on wellbeing from a service user.

A recent internal survey confirms the British Red Cross is a service which is succeeding in meeting its aims of 'making a difference to social inclusion, health and wellbeing and helping people remain independent.'
Areas for improvement
We felt the care plans could be more detailed and outcome focused, which would assist the Buddies in working with the service user. This would benefit the delivery of the service and in measuring the good outcomes for the service user. We will monitor this at the next Inspection.

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
Please see Quality Statement 1.1 for information on the participation policy.

We saw that service users were an integral part of the interviewing process. There was evidence that their involvement was both recognised, valued and influenced the final appointment.

We noted that the Service Manager carefully analysed all data from questionnaires. From this, job descriptions had been reviewed and amended to include additional skills. Also, suggestions from the questionnaires about training had been taken on board and additional or enhanced training opportunities provided. These actions reflected the Manager’s commitment to genuine participation and to working in partnership to improve the service.

Areas for improvement
The service should continue to work in the same carefully analytical manner, using information from quality assurance tools to increase practice standards.

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
The British Red Cross comply with safer recruitment policies. We sampled four volunteer files and confirmed this was the case. Successful applicants undergo a thorough Induction process and again there was evidence to confirm they were thoroughly supported by the Co-ordinator during each volunteer period. We also saw confirmation that there were ongoing training opportunities to enable volunteers to meet the needs of each service user they worked with.

Neighbourhood Links Co-ordinators and the Service Manager were all salaried employees of the British Red Cross. We sampled three staff files and we saw that the national service complied with safer recruitment. We saw confirmation that staff had undergone a comprehensive induction. There was evidence that supervision was carried out regularly, with the contents both thorough and professionally challenging. The Co-ordinators were encouraged by the manager to be proactive in developing the service and we viewed evidence that this had happened successfully. For example, one co-ordinator was responsible for developing the Red Cross intervention in a local resource. We viewed evidence that this had been carried out and resulted in good outcomes for service users.

We viewed the training matrix and the individual training plans. We saw that there were regular opportunities to apply for relevant training and both staff and volunteers did so. We confirmed that staff were very aware of imminent changes in the provision of care and benefits and understood the potential impact on service users. There was evidence in team meeting minutes and supervision minutes about ongoing meetings and discussions with agencies such as the Department of Work and Pensions and the Local Authority.

Areas for improvement
The service should continue to consider ways of maintaining this very good practice.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 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
Please see 1.1 for evidence under this Quality Statement.

We noted evidence of participation across all aspects of the services delivered. There was confirmation that all stakeholders were asked to comment on the quality, manner and impact of the British Red Cross intervention. We saw, through minutes and other documentation, that comments were actioned appropriately and in a timely manner.

Areas for improvement
British Red Cross should continue to work this inclusive way. However, they should consider canvassing specifically on suggestions and opinions on management and leadership.

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
British Red Cross in Galashiels is part of a well established national organisation, with highly developed and organised processes and procedures. Locally, we viewed a range of quality assurance methods which were used systematically to measure performance and quality. For example, surveys and questionnaires. We reviewed evidence which confirmed the manager used these results to influence the direction and development of the service.

We saw evidence of the manager consistently auditing all aspects of the service, service delivery and measuring outcomes. As British Red Cross are completely reliant on funding, robust reporting facilities were essential to confirm that their rehabilitative and preventative intervention had met the outcomes for both the commissioner and the service user. One example was in assisting discharge from hospital. This meant that a service user could be safely discharged with the support of British Red Cross. They do this by providing transport home, arranging a food pack and helping the service user to settle in. For health partners, this released beds in a timely manner. For the service user, this meant they could return home safely and be supported to do so. Additionally, this provided an opportunity for the volunteer to check if other British Red Cross services would be welcomed and appropriate.

We saw an analysis of the results of one of the recent surveys which identified what support was provided, how it was delivered and the outcomes for the individuals. It was clear that there was a very high percentage of returns and the overwhelming majority considered the service to be either good or excellent (633 good/ excellent to 10 poor or adequate). This survey was being reviewed and the manager had trialled the new version with a small group of service users seeking their opinion and advice.

Areas for improvement
British Red Cross should continue to work in this way.

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

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

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<th>Quality of Care and Support - 5 - Very Good</th>
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<td>Statement 1</td>
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<th>Quality of Staffing - 5 - Very Good</th>
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6 Inspection and grading history

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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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