

Care service inspection report

Full inspection

Orkney Responder Service Support Service

12 Lambaness
Papdale East
Kirkwall

Service provided by: Orkney Islands Council

Service provider number: SP2003001951

Care service number: CS2010237161

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care 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	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good

What the service does well

The professional and trained staff provide an effective emergency service to Orkney mainland residents which enables them to remain more safely in their own home.

The service supports other caring agencies in an emergency and when they are short staffed.

Management supports service users to have a say in the service.

Staff maintain the community alarm and telecare equipment on a regular basis.

Responders train staff in remote locations to maintain community telecare equipment.

What the service could do better

Management could develop a brief statement about how service users can be involved in the service and why it is important to do so.

There are plans for the service to have an electronic tablet that would be helpful to the staff member on duty to take out with them. It could provide access to pre-recorded information.

Management intend to put a computer into the staff base.

The brochures are to be updated.

What the service has done since the last inspection

Staff have been provided with more training.

Responders have used the I-learn platform for training modules.

Responders have met with groups of service users to demonstrate equipment and talk about the service.

Conclusion

This well organised service supports vulnerable people to feel more confident and secure in their own homes by providing telecare equipment and community alarms. The service also provides respite for carers and supports other caring agencies when short staffed.

The service is highly valued by service users and their relatives. Staff are trained to provide a competent and professional response to the community alarm calls.

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.

The service was registered to provide a 24/7 service, to act as a key holder to answer community alarms and to provide for the installation and upkeep of Telecare equipment in the homes of potentially vulnerable individuals throughout the Orkney mainland. They can be first or second key holder for individuals and are contacted through a call handling centre. A range of Telecare equipment such as exit alarms, smoke and heat detectors are installed in response to referrals or requests from individuals. Alarm signals from this equipment can either be directed to a carer or through the community alarm system. The Telecare and community alarms system are available on the islands of mainland Orkney but the Responder service does not act as key holders.

The service provides back up services to sheltered housing in the event of the unavailability of a warden. The service also supports the intermediate care service, home care and night support by providing a second care worker when needed on an occasional basis.

The aims of the service are to support frail and vulnerable people and those with disabilities at home through the provision of and response to, assistive technology, otherwise known as Telecare equipment. The service aims to provide a speedy response following falls or other emergencies, facilitate hospital discharge, support people to remain in their own homes and help carers in their caring role.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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 0345 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 wrote this report following a short notice announced inspection which was carried out by a care inspector. We visited the service on 16 March 2016 between the hours of 9.30am and 5.00pm. We provided feedback to the registered manager and the co-ordinator at the end of the visit.

As part of the inspection, we took account of the completed annual return and self assessment form that we asked the provider to complete and submit to us.

We sent 40 Care Standards Questionnaires to the service for people who used the service and 24 were returned completed. We also sent 8 questionnaires to be completed by the staff and 1 was returned.

During the inspection process we gathered evidence from various sources, including the following:

We spoke with:

- 1 person who used the service
- 1 support carer of a person who used the service
- the co-ordinator
- 5 responders.

We looked at:

- evidence from the service's most recent self assessment

- participation information, including Care Standards Questionnaires
- newsletter
- staff training records
- risk assessments
- policies and procedures
- minutes of meetings
- website of Orkney Islands Council (OIC)
- consideration of the National Care Standards - Care at home.

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.firescotland.gov.uk

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

During the inspection we spoke with one person who had a community care alarm. We met her when one of the responders was completing a six monthly maintenance check of her alarm. She found it helpful to have an alarm though had not yet had to use it. She usually wore the pendant trigger in case she needed to call the service.

We received 24 completed care standard questionnaires. All strongly agreed (17) or agreed (7) with the statement: 'Overall, I am happy with the quality of care and support this service gives me.'

Comments received included:

'I am absolutely delighted with this service.'

'As one of my serious conditions affects my lungs it would be extremely helpful to have some sort of microphone at times due to layout of my house and breathing problems, the call centre staff cannot hear me.'

'The care we get is very good. It is very helpful people that come and help (name of service user) when he falls.'

'We are very happy with service.'

'The only care service we use is the recovery unit when my husband has a fall which is not very often.'

'Wonderful support from staff.'

'The carers could do with more time thanks.'

'The Kirkwall service is brilliant; they are always very kind and caring.'

'Responders provide an excellent service - would be lost without them.'

'Every time I had to use them I have had an excellent service; couldn't be more helpful.'

Taking carers' views into account

We did not speak to any relatives during this inspection.

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

From the evidence looked at during this inspection we decided that the service met the criteria of the very good grade.

We found that management made efforts to obtain the views of people who used the service, both those who had a community alarm and also those who have called out a responder. Both had been surveyed recently. Results had been very positive. Any individual issues raised through the survey had been followed up by the co-ordinator.

There had also been a survey of other stakeholders including an occupational therapist, community nurses and GP. Generally all were positive responses.

The service provided leaflets about the Mobile Responder Service and the Telecare service. These were informative and used a question and answer format and case studies to help potential customers understand the service.

There was an occasional newsletter: one viewed used a quiz to help emphasise ways of keeping safe and enabling the responders to be able to help.

The service also provided relevant information leaflets for example about the local fire service and the falls prevention programme in Orkney.

The co-ordinator was available if a service user or staff member wished to discuss a concern, as was the registered manager. Staff spoken with confirmed that the co-ordinator was accessible and supportive.

The co-ordinator kept detailed records of any concerns or complaints. We could see that she followed up, investigated the circumstances and tried to ensure the issue was resolved to the service user's satisfaction.

The responders have provided talks and demonstrations of equipment to older people's groups to help reassure them what was available to help them in their homes. Also to give them information to make it easier for them to apply and make the best use of the service.

Responders could act as key holder for periods of time to allow a relative some respite.

The service demonstrated that they supported service users to give feedback and responded to improve the service.

Areas for improvement

It would be beneficial for the service to have a brief statement outlining the participation strategy including why involvement was important and how service users could give their opinions and suggestions.

Newsletters could be used to give feedback from surveys, refresh complaints procedure and inform about how to participate in the service.

There is a plan to introduce this service to young carers through demonstrations and information sessions.

The leaflets about the responder service and telecare are planned to be reviewed and merged.

Grade

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

From evidence examined during this inspection, we decided that the service grade for this statement was very good.

The service was provided by a small stable team of experienced, trained and highly motivated staff. One responder was available on each shift with the co-ordinator available during normal office hours to support the staff. During the shift, the worker would provide a service to those in the community who had triggered an alarm. The call centre would receive the alarm first and try to assess what was needed. The service did not provide planned care as with only one staff member on duty they had to be free to respond quickly. It was estimated that there were over 700 service users throughout Orkney.

The shift worker would also, if there was time, visit telecare and community alarm users to maintain the equipment. During the visit the staff member would ensure that the equipment was still needed and that the service user knew how to use it and there were no barriers to it being used. They also asked for feedback about the service.

Information about each service user was recorded when they first joined. This included, what the person preferred to be called, GP and other relevant contact details, major health issues, telecare equipment used and where it was situated in the house, sensory and mobility details, directions, access to house and other essential information. This was kept by the call centre and updated as necessary. The service provided a written agreement of what was provided, which the service user signed. Records of each service user were reviewed at six monthly intervals.

Staff liaised closely with other care agencies depending on the situation, including paramedics, GPs, community nurses, falls clinic and occupational OTs. If the responder assessed that the service user had immediate health concerns, with the person's permission, contact was made with the relevant health professional. If a trend was identified from several calls to one service user, contact might be made to the appropriate agency for help.

In a service user's home the responder could help in a range of ways including with personal care, to mobilise, provide food, medication and to contact appropriate people. The service could be asked to support other care agencies in an emergency including intermediate care, sheltered housing development and home care service. This was not usually planned and only for a short time. The service had all necessary personal protective equipment. They also had specialised tools to assist individuals that had fallen. This equipment was regularly maintained and staff were trained in its use.

The service kept a large number of house keys and had a good system to keep them safe and accounted for.

Each responder had an area of responsibility within the service which ensured nothing was missed. This included van checks, provision for data protection, training of personnel in installing and maintaining equipment in remote locations and checking equipment.

We found that each staff member had good assessment skills.

Areas for improvement

The co-ordinator intended to ask the community nurse to give a talk to the responders about the benefits of the flu vaccination so that the service could promote it.

Grade

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 service grade for this quality statement was judged to be very good.

For evidence see quality theme 1, statement 1.

Areas for improvement

See quality theme 1, statement 1.

Grade

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

From evidence examined during this inspection we decided that the service grade for this statement was very good.

There was very good staff retention. All staff spoken with enjoyed working in the service and derived a great deal of satisfaction. They felt very well

supported by management and were provided with suitable training in order to fulfil their role.

From electronic and other records we could see that most staff training was up to date, and mandatory training was regularly refreshed. This included safe people handling and infection control.

All staff have had adult support and protection training and also some health related subjects for example: stoma care.

Staff were now using the I-learn platform for training and staff would try to access at least 2 modules each year. There was an evaluation of training covered by way of a questionnaire. Training records and staff confirmation indicated that staff were confident and competent to tackle the wide variety of tasks and care to be provided

Management was very approachable and accessible. The staff on duty met with the co-ordinator each day to go over what happened over night and plans for the day.

There were regular team meetings usually on a monthly basis. These were seen by staff as helpful and useful. These meetings were used to go over individual service user situations to agree best strategies, look at new policies and procedures and for training.

Staff indicated and records confirmed that they had regular one to one supervision and an employment review. The co-ordinator as well as office based supervision would accompany staff on visits and reflect back to the staff member any areas of concern. These procedures helped to support staff and ensure a good standard of practice.

The service was working with the local NHS infection control officer to ensure staff have a good awareness of good infection control procedures

One responder was being funded to complete Scottish Vocation Qualification level 2. Some staff already have obtained this certificate which will be needed

when registration of the Scottish Social Services Council becomes a requirement.

The manager was suitably registered with the Nursing and Midwifery Council.

Areas for improvement

There were plans for a computer to be put into staff office. This should help with inputting information and with access to other agencies and training.

There were concerns how the service will meet increased demands now that there were over 700 units in people's homes. The manager had discussed issues regarding this with Orkney Council management.

Grade

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

We decided that the service grade for this quality statement was very good.

For evidence see quality theme 1, statement 1.

Areas for improvement

See quality theme 1. statement 1.

Grade

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

From the evidence we looked at during this inspection, we decided that the service grade for this quality statement was very good.

The service involved service users and other stakeholders in assessing the quality of the service. Their strategies for this included using surveys, asking for feedback through newsletters and through meetings with service users.

Management demonstrated that they responded to service users' concerns and complaints.

The co-ordinator saw all paperwork completed by responders. Any concerns would be addressed through the supervision and employment review process. This helped to ensure the high quality of the service.

The service worked with community safety advocates including the fire service to promote fire safety.

There was very good feedback from other agencies that have been helped by the responders.

The complaints procedure was promoted by the service as well as information how to on complain to the Care Inspectorate.

Areas for improvement

There are plans for staff to use an electronic tablet which will be able to record more information that staff can take with them when out working.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

6 Complaints

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

7 Enforcements

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

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings	
3 Sep 2014	Announced (Short Notice)	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
28 Aug 2013	Announced (Short Notice)	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
27 Nov 2012	Announced (Short Notice)	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
30 May 2011	Announced	Care and support	4 - Good
		Environment	Not Assessed
		Staffing	4 - Good
		Management and Leadership	4 - Good

To find out more

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