

CarePlus Scotland Ltd - Home care services Support Service

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Type of inspection: Announced (short notice)
Inspection completed on: 8 March 2017

Service provided by:
CarePlus (Scotland) Ltd

Service provider number:
SP2011011420

Care service number:
CS2011281036

About the service

This service was registered with the Care Inspectorate on 26 October 2011.

CarePlus Scotland Ltd - Home Care Services (CarePlus) is an independent provider of a Care at Home Support Service based in Dunfermline, Fife.

The service operates seven days per week and support packages are tailored on an individual basis according to need. The hours of operation are flexible and available 24 hours a day. On the day of the inspection 34 service users were receiving the service.

The aims of the service are to "provide home care support to people who need nursing and care services at home. Through thorough and regular staff training and evaluation programme, we promote choice, advocacy, respect, independence and rights, so that people who need support can maintain their independence longer, and remain in their own homes as long as they are able".

CarePlus provides services through the Social Work department, private arrangement and direct payments.

What people told us

We received 14 completed questionnaires from service users and relatives that we sent out before the inspection to find out what they thought about the service. We also spoke with some service users and their families whilst accompanying staff on their home visits. Every respondent told us they were satisfied with the support received from their regular carers. Individual comments received regarding how their service could be better were shared with the management during feedback. The provider and human resource manager gave their assurance that these would be addressed with the service users/carers individually.

Comments received during the inspection from service users and their relatives included:

"Staff are very helpful and happy to oblige"

"My main carers are excellent; others are not so good when they are off"

"Carers are excellent"

"I am happy with the service given but my only complaint would be the turnover of carers and wonder why the 'girls' leave the company so regularly"

"A lot of problems in the beginning; some have been fixed. Tea-time visit changed, phoned to request this moved back but was told they couldn't accommodate. Most carers are very good"

"The service earlier in the year was not up to the standard expected from CarePlus. There were a few late or missed visits from carers which prompted a call to CarePlus to advise. During this time there was no continuity of regular carers with different carers visiting sometimes up to three times per day. However, after discussion with CarePlus management we were advised that new systems and procedures were being put into place to address these issues. Since then there have been no problems and the level of care and required service has improved considerably"

"They mostly come when they're supposed to unless there's been an accident with someone"

"I've met the gaffers"

"They really are excellent".

Self assessment

The Care Inspectorate received a completed self assessment document from the provider. The provider identified what it thought the service did well, some areas for development and some changes it had planned.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

During this inspection we considered evidence presented in relation to quality theme 1 - the quality of care and support and quality theme 4 - the quality of management and leadership. Overall we evaluated the service to be operating a good level.

As a result of regulatory activity undertaken since and including the last inspection, one requirement and eight recommendations had been made. During this inspection we found that seven of the eight recommendations had either been met or were in the process of being met. Further details can be found in the 'outstanding recommendations' section of this report.

Although we have made a requirement regarding personal plans, we saw that a lot of work had been done to develop better, person centred personal plans for a lot of clients. These plans described the support that people required and any preferences they had around how the support was delivered. Risk assessments had also been produced to provide further information in relation to minimising the risk of actual or potential harm. These were also in place for staff for their protection.

The service had moved premises and developed a more structured management and administration team. The provider had also invested in a new IT system with the aim of improving service delivery. The system enabled managers to scrutinise staff movement by being alerted when carers enter and leave clients' houses therefore highlighting late or missed visits. This enabled them to take action quicker. Feedback we received from clients and their families verified that improvements had been made in the past few months and satisfaction was higher.

The service had employed a dedicated nurse trainer who had developed enhanced induction training for new staff. She was also responsible for delivering mandatory training, for example moving and handling; this was either up-to-date or scheduled for every member of staff.

The staff we spoke to demonstrated good person centred values when they spoke about their work. Staff told us that they enjoyed their job and that they felt well supported.

People told us that they were generally happy with their care and support. It was evident through talking to their families that they too valued the support that their relative received and the benefits it had to both the person's health and wellbeing and the wellbeing of the main carer.

What the service could do better

As a result of the previous inspection, we made a requirement regarding staff training. During this inspection we found that a high number of staff had been recruited and the nurse trainer was prioritising induction and mandatory training. These were either up-to-date or scheduled to take place. The trainer and provider both stated that specific individual training needs were going to be highlighted during supervision sessions. Personal development plans were being introduced which would also identify individual training and development needs. This requirement is being carried forward and will be focussed upon at the next inspection. See requirement 1.

As a result of the previous inspection, we made a recommendation regarding personal plans. During this inspection we saw a lot of work had been undertaken to further develop and update personal plans; however, two personal plans examined had insufficient information to guide staff practice. We also found they had not been reviewed and updated timeously when changes in clients' needs had occurred. We have therefore made a requirement. See requirement 2.

The service had moved premises since the previous inspection. The new phone number had been added to the front cover of the personal plans, however, the old address remained in some documentation and on the website. Also the contact details for staff who had left the service remained in some personal plans. This could cause confusion. We have made a recommendation. See recommendation 1.

Requirements

Number of requirements: 2

1. The provider must make proper provision for the health, welfare and safety of service users. In order to achieve this the provider must, having regard to the size and nature of the care service, the statement of aims and objectives and the number and needs of service users ensure that persons employed in the provision of the care service receive training appropriate to the work they are to perform. In order to do this the Provider must:

- (a) plan training accordingly taking into account the roles and responsibilities of individual staff members
- (c) satisfy themselves that the training implemented is effective.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. Scottish Statutory Instrument 210 Regulation 18(b)(i) - Staffing.

The manager should submit an action plan including a date that this requirement will be fully met within two weeks of receipt of this report.

2. The provider must make proper provision for the health, welfare and safety of service users. In order to do so, the provider must put in place a system to ensure that personal care plans:

- evidence clear assessment and evaluation of service users' needs and planned interventions by staff to meet these needs
- Where assessment tools are used, these must be effectively evaluated to identify changes in service users' needs and the care required.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. Scottish Statutory Instrument 210: Regulation 4 (1) (a) - Welfare of users.

Timescale: To continue on receipt of this report. The provider must submit evidence to the Care Inspectorate to demonstrate how this requirement has been met within three months of draft report.

Recommendations

Number of recommendations: 1

1. The service should review its communication systems which are currently in place and for these to be assessed and evaluated to ensure communication is taking place with service users and/or their families with regards to contact details and service address.

This is to comply with the National Care Standards - Care at Home. Standard 4.6; Management and staffing.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

Date	Type	Gradings	
23 Feb 2016	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
2 Dec 2014	Announced (short notice)	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	3 - Adequate
18 Mar 2014	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
20 Feb 2013	Announced (short notice)	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	2 - Weak

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