

Carescot Limited T/A Home Instead Senior Care Support Service

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Type of inspection: Unannounced
Inspection completed on: 17 March 2017

Service provided by:
Carescot Limited T/A Home Instead
Senior Care

Service provider number:
SP2013012176

Care service number:
CS2013320865

About the service

Carescot Limited T/A Home Instead is a provider of supportive and companionship services which encourages service users to remain as independent as possible. The care service is operated as a franchise within the UK wide Homes Instead Senior Care Services. The Care Inspectorate registered the service in February 2014.

At the time of the inspection the service was supporting around eighty people living in their own homes in the East Dumbartonshire and Glasgow areas. The temporary office is situated in Milngavie though there are plans to move to larger premises. The service recruited staff according to the type and level of support required. The service had continued to expand since it was first registered and provided a range of support packages.

The service has a statement of aims and objectives including:

'We are here to 'change the face of ageing' by providing the very best, premium quality personal care, home help and companionship services to older people living in Glasgow and East Dumbartonshire.

We offer a wide range of home care services and believe in personalised care solutions, tailor-made specifically to address your particular needs - it's our passion for genuine care and attention to detail that enables our clients to remain independent, whilst improving your quality of life and avoiding residential care homes.

We are here to become a trusted companion for you and your loved one - for us it's all about being an extension of your own family, whether it's through our companionship services, home help or assisting you with personal care needs.'

What people told us

Around eighty people were using the service at the time of the inspection. We sent out forty care standards questionnaires and fifteen were returned to us, four from people supported and eleven from relatives of people supported. They all agreed, eleven strongly agreeing that they were overall happy with the quality of care and support. We also visited five people in their homes and they told us that they were happy with the support they received and had regular carers who they had built positive relationships with. While people were happy with their carers a few people told us that the administration could be improved.

The following comments were made:

'Home Instead has been an excellent support to our relative at a critical point. They are respectful and friendly and adapt to our relative's changing needs. They have been excellent at keeping in touch with us when there have been any changes/suggestions to improve the support they provide.'

'I have been very happy with the support. (Name of carer) is very thoughtful and generous with her help. She has supplied me with interesting information about facilities. I find her very interesting to take to and she is helpful about anything I need.'

'(Name of carer's) help has been very beneficial to me. She is able to assess what requires to be done as certain tasks I am unable to complete. She always asks if I agree with what she is doing so I have a say in everything. She is excellent company and engages in interesting conversations and provides news from the 'outside world' She has certainly made my life easier.... I also want to thank the firm for the interest you take in my care and that my needs and wants are considered with thought.'

'Carers - great. Admin - poor'

'Home Instead have been very good at providing personal support sensitively and tailored to my relative's needs.... this is vital to my relative's confidence and huge help to the family. A really excellent and flexible service.'

'I have regular carers who I know well. I don't believe I have had a review meeting for some time. I would welcome this as there are a few things I would like to discuss in person.'

'I am so lucky to have (caregiver's name) They have been with me a long time and know my need well and if anyone else is coming they spend time explaining how to support me with the things I need done. I am treated with dignity and respect and personal care is carried out sensitively.'

'The care my relative receives is of a high standard. We couldn't ask for better. Everything is well documented and anyone new coming to support has time to get to know my relative's needs and has a lot of guidance from the regular carer.'

Self assessment

We received a fully completed self-assessment from the service. They told us what they thought they did well and how they planned to continue to improve the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

The service provides a very good standard of care and support to their clients. We heard positive feedback from clients and relatives about the quality of their caregivers. People appreciated having staff who they knew well providing their support. We heard that staff were respectful and caring. These qualities were observed during our inspection visits to clients and their caregivers.

Caregiver logs provided very good detail of the support provided. We saw that clients were supported in line with their assessed needs and expressed interests. Support plans detailed the package of care agreed and provided detailed information about each client's health and wellbeing needs. The provider had recently invested in software to improve advanced rota scheduling and business administration. The service had well developed quality assurance systems which involved clients and their relatives in assessing and improving the service. The staff induction programme provided training to staff in key areas, such as moving and handling, infection control, medication and person centred practice.

Caregivers confirmed that there were effective support systems in place should they have any concerns about a client's welfare or when they needed support and guidance while out in the community supporting people.

The provider operated a public education programme open to families, carers and the public. This supported sharing of information about such topics as dementia awareness and self directed support.

What the service could do better

The service was advertising for a new manager at the point of inspection. Changes at management level which had affected the regularity of caregiver meetings and supervision (See recommendation 1) The service had expanded and recognised the need to have a sound managerial structure and sufficient staffing levels in place first to meet service demand. Some review meetings were overdue and the provider was fast tracking these. In one case we could not evidence that a risk assessment had been updated following an adverse incident (See recommendation 2) The complaint procedure in client handbooks needed to include telephone contact details to ensure ease of access for clients. There could be more involvement of caregivers in support planning. A copy of review minutes should be available to the client in their home file unless they have specified otherwise. Knowledge of the whistleblowing and restraint policy could still be better understood by all staff. The provider told us that key policies and procedures were going to be discussed at caregiver meetings (See recommendation 3)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The provider should ensure that staff receive regular supervision allowing them to reflect on their practice and develop. There should also be increased opportunities for staff to meet with other caregivers to discuss practice issues and be involved in policy development and service improvement planning.

2. The provider should ensure that reviews of support are carried out on a six monthly basis and sooner if needs change. The provider should check that risk assessments are reviewed following any incidents/accidents. Quality audits should highlight any areas where improvements could be made to the current recording and planning systems.

National Care Standards, Care at Home. Standard 4.1. Management and Staffing.

National Care Standards, Care at Home, Standard 4.1 - Management and Staffing.

3. We recommend that the provider checks all caregivers' knowledge of key policies, such as whistleblowing and restraint.

National Care Standards Care at Home, Management and Staffing, Standard 4.1.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings								
24 Mar 2016	Announced (short notice)	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	4 - Good									
Management and leadership	5 - Very good									
15 Dec 2014	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	4 - Good
Care and support	4 - Good									
Environment	Not assessed									
Staffing	4 - Good									
Management and leadership	4 - Good									

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