

Elite Care (Scotland) Ltd Housing Support Service

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Type of inspection: Announced (short notice)
Inspection completed on: 24 November 2016

Service provided by:
Elite Care (Scotland) Ltd

Service provider number:
SP2003002515

Care service number:
CS2004071787

About the service

Elite care offer services to adults and older people living in their own homes who experience mental health and physical difficulties. The service we inspected covered various areas such as Kirkcaldy, Dundee, Cupar and Perth.

The hours of delivery provided by the service vary in relation to what outcomes people choose. The service offers services such as personal care, shopping, light housework and administration of medication.

What people told us

The people we spoke to told us the following:-

"We are very happy with the service my wife receives, we know her team really well and have built good relations over time"

"I like when staff come in and we can have a chat"

"The staff help me get my shopping and help me to appointments".

Self assessment

The manager should demonstrate how they have involved people who use the service and their relatives if appropriate.

From this inspection we graded this service as:

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

What the service does well

We examined care plans and found that the service had implemented a new template for recording people's information. This contributed to a comprehensive picture of the person's goals and support needs.

We could see that some reviews of care plans had taken place and that clients were present along with family if they wished. As a result of the review we could see that actions were produced with further outcomes for the person.

Health outcomes for people using the service were very good. There was recorded evidence that people were supported to access other professional health care services such as the GP and District nurse.

We found that people were well respected and held in high regard by the staff and managers.

We spoke to people who told us how much they appreciated the staff who supported them and how they looked forward to seeing them. They felt most of the staff were familiar to them and that they had built long term relationships.

Written agreements were in place to agree expectations from both the provider and the client for the duration of service provision. These were signed by both parties and dated.

There were detailed risk assessments in place which related to people's health and life situations. This gave us confidence that the service were aware of how to assess situations and support people's safety and wellbeing.

We found that staff were encouraged to develop their skills and had access to a variety of training opportunities. We noted that a comprehensive training programme was in place, which covered topics such as dementia awareness and adult support and protection.

We looked at various quality assurance processes which the provider carried out consisting of medication audits, daily logs and spot checks on practice. This enabled the seniors and management team to have an overview and a monitoring role across services.

We saw some corrective measures being put in place following audits which led to improved staff practice.

Following discussions with different members of the senior team it was apparent that they shared the same vision for the future of the service and were committed to the improvement agenda. This offered a more consistent approach to the staff team particularly as they moved forward with the process of change.

We noted that regular team meetings had occurred. Staff interviewed confirmed they attended and could participate freely and shape the agenda.

The service had worked towards progressing their induction system which was confirmed by new staff we spoke to. This ensured that clients had time to meet and familiarise themselves with new staff.

What the service could do better

Although the service had carried out six monthly reviews this was not consistent with all clients, the manager should ensure that each client have a review every six months at least and that this is scheduled throughout the calendar for the year. See recommendation one.

We suggested that the provider should encourage staff to embed people's outcomes into their daily practice. The daily logs should reflect their recording of achieving outcomes with people .

We were told that some clients and their relatives had experienced staff being late or not turning up. Additionally they stated that they did not receive a phone call to explain why. The provider should record any late or missed visits and document any learning derived from these. A courtesy call should be made with an explanation of what is happening.

All clients should receive a rota well in advance of staff arriving so that clients are aware of who is coming in to support them and when.

We noted during inspection that the provider did not have a participation strategy. We advised the manager it would be best practice to implement a strategy which would guide the provider in how to involve people in all aspects of service delivery.

We suggested that 'body maps' should be added to all care plans for staff to have an accessible system for staff to use to demonstrate any marks, wounds or bruises on the person's body.

All clients should receive a rota well in advance of staff arriving so that clients are aware of who is coming in to support them and when.

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Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. A review of people's personal plans should be carried out every six months as stated in The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, 5, (2) (iii).

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	
15 Mar 2016	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
6 Feb 2015	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
28 Mar 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Dec 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
5 May 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
9 Jul 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
16 Oct 2008	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good

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