

Invercare Services Ltd Housing Support Service

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Type of inspection: Unannounced
Inspection completed on: 28 December 2017

Service provided by:
Invercare Services Ltd

Service provider number:
SP2014012360

Care service number:
CS2014333299

About the service

Invercare Services Ltd was registered with the Care Inspectorate in February 2015 to provide a Housing Support and Care at Home Service to older people, older people with dementia, adults with physical disabilities and adults with palliative care needs living in the community. A variation to the registration was granted in October 2015 to include Adults with Learning Difficulties.

The service has two office bases, one in Greenock and the other in Paisley. A new full-time manager had just been appointed.

The service mission statement makes a commitment 'To make a difference, by providing a service of excellence in the community'.

What people told us

The views of people using the service and their relatives are included in this report. During this inspection we received views from seven people using the service. We spent time observing the support and care provided for other people, in their own homes, who were unable to verbally communicate with staff or us.

We received very positive comments from service users. One told us 'I am totally delighted. The girls are lovely. They help take care of me and keep me out of hospital.' Another said 'The service is great, they are helping me get back on my feet.'

Relatives were very satisfied with the service, telling us 'the service is excellent, we could not do without it. They take really good care of mum and that reassures me.' Another family member said 'staff usually come when they say they will and once they get to know mum, it works well. Staff are caring.'

Self assessment

The Care Inspectorate did not request a self-assessment from services for this year 2017/2018

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

Service users were 'delighted' with the care and support provided to them by staff within Invercare. They described the staff as 'kind' and 'compassionate'. They stated that the service they received 'goes at my pace' and 'I am not rushed.' Every service user we spoke with was very satisfied with the care and support provided.

Relatives and carers were very positive about the service. One carer told us 'the service is excellent, we could not do without it'. Another said 'this is a great service and staff are very, very nice.'

Staff were respectful and attentive when providing care and support in a person's home. Positive relationships were evident and this meant that service users found the time spent with staff to be meaningful and helpful. A service user told us 'I enjoy the company, we have a good laugh and I feel cared for.' People were supported to maintain their independence wherever possible and appreciated having their health and well-being needs met by a consistent staff team.

Each service user had a care plan which was kept in their home. The plan was informed by an initial assessment and risk assessments. These plans gave a good reflection of the care and support needs identified. Service users and carers were aware of the care plan and told us that they had participated in agreeing the content. The care plans and initial assessments we sampled did not fully reflect the attentive, knowledgeable practice we observed. These need reviewed to ensure a person centred approach which focusses on outcomes for people. See recommendation 1.

Family members discussed the ability of the service to visit their relative at their preferred time not when staff were available. One person told us 'I would like to go to bed later but this is the time the girls have to help me.' The service were responsive when we discussed this. They tried to respond to all requests for preferred times but this was a challenge when people wished support at the same time. They will continue to review these requests regularly to ensure that they are promoting service users' expressed choices and preferences wherever possible.

Every person that received support had six-monthly reviews. We could see that service users and their carers were fully included. Families felt communication was very good and they were kept well informed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The management team need to ensure that each assessment and care plan is reviewed to ensure it reflects the current needs of each resident, in a person centred way.

National Care Standards care at home. Standard 3, Your personal plan.

Grade: 5 - very good

Quality of staffing

Findings from the inspection

Staff were courteous, humorous and professional and this was appreciated by service users and their families. There was good communication between 'the teams' of staff who may be supporting the service users

throughout the week. This approach meant that people were supported by organised, attentive staff. Staff need to be aware of their duty to provide care in a dignified manner at all times.

We were told that staff often went 'over and above' to support service users. Carers gave examples of where staff had 'gone the extra mile' for the family. This was greatly appreciated. One service user told us how staff supported her in a caring manner however the important thing was that 'staff are genuinely interested in me.' Our discussions with staff confirmed their desire 'to do their best' and offer care and support 'to make sure our service users stay at home if they can.'

Recruitment was in line with best practice which safeguarded residents. New staff undertook a recently enhanced induction programme to prepare them for their post. We spoke with two new staff members who told us they felt well trained and supported. The management team offered staff on-going support through comprehensive training, supervision and team meetings. This was important when staff worked in the community, often on their own. This resulted in a skilled, motivated team who told us 'I love my job' and 'morale is very good.' We found that staff would benefit from further training in the Promoting Excellence Framework for dementia. See recommendation 1.

The management team were looking to establish specialist teams. These teams would have the skills and training to support a specific group of people such as those living with dementia or younger adults with disabilities. This showed that the service realised the importance of offering a responsive, person centred service to individual service user groups.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The management team need to arrange staff training in Promoting Excellence for dementia. This training should be at the appropriate level for each staff role.

National Care Standards for care at home. Standard 4 Management and staffing.

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

Service users, carers and staff commented positively about the management team. One staff member said 'I find the management team to be very approachable.' A carer told us 'I would have no hesitation going to the manager if I had a concern, but I don't.'

A new manager and other key staff were appointed. The service was growing at a fast rate and the skilled, experienced management team reflected this. Staff told us they would have no hesitation in approaching a member of the management team for advice or guidance. This demonstrated a supportive, open ethos within the

service. The providers described themselves as 'very hands on.' They were fully involved in the recruitment of the new manager and other key staff employed to develop and expand the service.

The service developed a range of policies and procedures to guide staff and develop. Staff were able to refer to these policies and confirmed that 'they knew what was expected of them.'

Staff referred to the Lone Working Policy and On Call guidance as a good examples of where the management team had clarified the expectations. This helped staff to feel supported when they were working alone or at the weekends.

Quality audits of the service took place regularly and the results were published on the website and newsletter. This included audits on training, recruitment practice and service delivery for people who used the service. This showed that the management team were frequently assessing the quality of the service to determine if improvements were needed. We found that audits were not always signed, actions identified and followed through to improve outcomes. See recommendation 1.

The service engaged service users, carers and staff in a positive way. We saw active participation in surveys and questionnaires which informed the future direction of the service. Family members confirmed that they felt their opinions were valued.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The management team should ensure that audits are signed and that actions identified are followed through to completion.

National Care Standards for care at home. Standard 4 management and staffing.

Grade: 5 - very good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

The provider should review the current induction policy and procedure to ensure they clearly detail the induction process staff would be expected to complete and should include:

- the timescales for induction training
- shadow visits
- mandatory training which should include, but is not necessarily restricted to; moving and handling, infection control, adult support and protection, food hygiene, health and safety
- medication training for those required to support individuals with medication
- evidence of competency in the training completed
- evidence that individuals' practice was assessed (i.e monitoring visit)
- one to one review at the end of induction training.

This recommendation was made on 13 October 2016.

Action taken on previous recommendation

A new induction programme had been set up. Training staff had been employed to facilitate a three day induction programme which all new staff needed to attend. The induction programme addresses the areas noted on the recommendation. This recommendation has been met.

Recommendation 2

The providers should ensure that the level of dementia training provided achieve the same learning outcomes of those detailed in the 'Informed' and 'Skilled' levels outlined in the Promoting Excellence programme.

This recommendation was made on 13 October 2016.

Action taken on previous recommendation

We found that not all relevant staff had attended dementia training appropriate for their role. This recommendation will continue.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
13 Oct 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
15 Oct 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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