

Allied Healthcare (Falkirk) Support Service

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Type of inspection: Unannounced
Inspection completed on: 17 January 2018

Service provided by:
Nestor Primecare Services Ltd trading
as Allied Healthcare

Service provider number:
SP2013012053

Care service number:
CS2013318359

About the service

Allied Healthcare (Falkirk) provides a support service (care at home) to children, adults and older people with physical or sensory impairment, memory impairment, dementia, mental health needs and learning difficulties, living in their own homes and the wider community.

What people told us

We received twenty completed questionnaires before the inspection. Overall, everyone who completed a questionnaire was happy with the service. People agreed that staff treated them with respect, they knew their care workers and had confidence in them. People's comments on the questionnaires included:

"We are new to this but already we can see and feel the difference...[care worker] knows just how to help; she is kind and clever"; "the carers are superb, keeping me in my home ... not always told of change of carer, or when a shadow carer just appears"; "I have found staff to be professional with a friendly approach in meeting my relative's needs"; "All the ladies who come are nice, happy, and check how I feel ... we have a laugh most days ... without them we would struggle to cope"; "staff who provide care do so with respect and compassion. Managerial staff listen and respond to our needs"; "communication (staff rota) not consistently shared, resulting in anxiety concerning which member of staff is coming in".

During the inspection we visited people who told us:

"It's been very good, particularly our regular carer"; "the girls are very nice, new carers have fitted in very well"; "No complaints, everything is fine"; "the very best care, not too many different faces. I'm very happy with the service"; "smashing, fantastic - I couldn't ask for better. I've had an excellent service from Allied"; "extremely satisfactory. The girls are ever so nice, friendly, cheerful"; "No complaints about the carers, they are all good". Although most people were very happy with the service, some people did make negative comments: "when our regular carer is off, we get unfamiliar carers and often they don't know how to use the equipment"; "the carers are good but the continuity needs to improve"; "office staff never let me know if there is a change of carer".

We discussed the comments with the manager, who will look at how to improve people's consistent experience of the service.

Self assessment

We did not ask services to complete a self-assessment this year. The manager told us about plans to continue to improve and develop 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 had recently made changes to the management team. The new manager was enthusiastic about making changes to improve the service.

People received compassionate care from committed care workers. We visited people and observed how staff supported them. We could see that there were strong bonds between care workers and the people who used the service, and this helped to ensure that people received a very good standard of care and support. Most people using the service had a small team of regular care workers who got to know them well, which was important to the people who used the service and their families.

Personal plans should set out how to deliver each person's care and support, along with their interests and preferences. This helps care workers to provide care according to each person's needs and wishes. We saw detailed 'customer profiles' in personal plans which gave a good sense of each person and what was important to them in their lives. Personal plans included outcomes for each person, with comments from the person describing what was important to them about the service.

Risk assessments were detailed and showed care workers what needed to be done to work safely with people, for example when using lifting equipment. Staff recorded at each visit what they had done, and used a system of checks as an alert if there was a change in the health and wellbeing of people they visited.

Reviews of people's care and support were carried out every six months, and we could see that the manager had a system for monitoring this. People were involved in reviewing their care and were able to give their views on the quality of the service they received.

New staff were safely recruited in line with best practice guidance, and they had a comprehensive induction programme to prepare them for providing care and support in people's homes. Staff praised the induction programme and felt confident in their roles afterwards. New staff had a care coach to help them learn and develop their understanding of good care. Experienced care workers also praised the training provided for them, and the manager had a good overview of what training had been provided and what was needed to keep the skills and knowledge of care workers up to date.

What the service could do better

Although care workers had regular one to one meetings with a supervisor, they were not being encouraged to reflect on their care practice. It is important that care workers have the opportunity to develop their knowledge and skills by reflecting on how they work. The manager will look at supervision and how it is carried out to ensure that all staff have the chance to reflect on their practice.

We could see that some staff meetings had taken place for care workers. There wasn't yet an established regular system for care staff to meet with colleagues and management staff, however the manager had plans to meet regularly with care staff every three months. These team meetings, along with regular one to one supervision will help ensure that care workers are prepared for meeting the learning requirements of registering with their regulatory body, The Scottish Social Services Council (SSSC).

When we looked at the training records for new staff, we couldn't find evidence that they had received training in adult support and protection. The induction records referred to English laws which do not apply in Scotland. The service responded quickly with its training department to ensure that induction training and material covers Scottish law and practice guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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
23 Jan 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
29 Feb 2016	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
11 Mar 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate

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