

## Flourish Home Support Services Support Service

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Type of inspection: Unannounced  
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**Service provided by:**  
Flourish Home Support Services Ltd

**Service provider number:**  
SP2011011552

**Care service number:**  
CS2011286375

## About the service

Flourish Home Support Service provides a community based care at home service to adults and older people. This includes personal care, practical help and social support. The service works in Stirling and Clackmannanshire. People supported include those living with dementia, people needing end of life care and people with a learning disability. The service aims to be tailored to individual need.

## What people told us

We had 23 returned questionnaires. In all of these, people said they were happy with the service overall. We discussed with the managers that only 81% of those who responded said they knew how to complain to the Care Inspectorate. The managers decided to improve their client information booklet in regard to advice about complaining and also to take up our suggestion of putting 'how to complain' as a standard item on the agenda for client service reviews.

We read some 'thank you' cards from service users' relatives:

"I cannot thank you enough for the kindness, fun and dignity you brought to Mum's home."

"Your company and superb staff are an asset to the caring profession."

"I would never have been able to keep Mum at home without your help. The girls were lovely to her and very good to me."

The provider collected client feedback forms. Here are some comments:

excellent office staff and management; staff are sometimes delayed at their previous call; they do a lot over and above the call of duty; staff and managers are all nice and take time to talk and make sure I'm looked after.

We spoke to a family carer of a service user on the phone. They said "Brilliant, perfect, do beyond what they need to do. Staff offer options for meals from what's available. They tap my relative gently when it's time to wake up. They are on the ball. They phone me if they're unsure. I can go away and my mind is at ease."

The family carer of a lady we visited said: "Office staff answer the phone promptly. We have a consistent small group of five or six staff who come two at a time. That suits us fine. The induction of new staff is good. We are involved in that. Staff do look at my relative's care plan which is in a drawer in the house. That is reviewed regularly."

## Self assessment

Providers were not asked to submit a self assessment this year.

## From this inspection we graded this service as:

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

## What the service does well

The standard of audits and spot checks done by home visits to service users when staff were present was good. The two service users we visited were very positive about Flourish. The same applied to written feedback from service users.

We found that risk assessments, care planning and reviews were carefully and well done. We were advised there were plans to improve the ease of a care plan reader working out what updates had been made (and when) to care plans.

Staff fed back to us that managers were 'on top' of client needs and managers helped staff to deal with service user related problems or challenges.

Training and induction were of a very good standard. Staff we spoke to were positive about this to. Many learning documents were composed by the managers. Each set of learning documents was followed by a 'check your knowledge' questionnaire.

Supervision records and content were of a very good quality. Staff were appreciative of this. We asked at the previous inspection that an induction policy be developed. This was not available but we were told it was now being written.

Based on the three frontline staff we met, morale was very good. The staff handbook was a positive, helpful document.

## What the service could do better

We found that there had been an incident and an accident that should each have been reported to the Care Inspectorate but had not. We discussed the regulations, and reasons why they are important, with the managers. We have made a requirement that all incidents and accidents involving service users and meeting the reporting criteria must be notified to the Care Inspectorate promptly.

Medication administration recording was not at a good enough standard. We had a productive discussion with the managers and gave some advice about improvement. We have made a requirement that the provider needs to update and finalise their medication policy and procedure and also provide training on it, prioritising those staff who administer medication. Recording sheet design need to improve and staff must comply with good practice in completing the records.

Managers agreed it was important they ask professionals for information about any guardianship orders and any documents they should have copies of for example concerning consent to medication.

They also decided to ensure care plans are completed using the first person as intended in the design of their own forms. This makes the information more person centred.

In the previous report we said we wanted to see how the service ensured managers' competencies were kept up to date because they write and deliver training to frontline staff themselves. This remains outstanding so we have made a recommendation that managers keep a log of sources and outcomes of their own learning that is relevant to the training they are writing and delivering.

None of the three frontline staff we spoke to was as yet registered with the SSSC although we noted they had been prompted to do so by managers. We expect to see this on target next time.

## Requirements

### Number of requirements: 2

1. All incidents and accidents involving service users that meet reporting criteria must be reported promptly to SCSWIS.

This is to comply with SSI No. 28 SCSWIS (Registration) Regulations 2011 - 4 Records, Notifications and Returns

2. Flourish medication policy and procedure must be finalised and training provided on it, prioritising staff who administer medication. The standard of medication administration recording must be improved and staff compliance with good practice must be ensured.

This is to comply with SSI 2011 No. 210 SCSWIS (Requirements for Care Services) Regulations 2011 - 4 (1) (a) and (b) and 15 (a) and (b) (i)

## Recommendations

### Number of recommendations: 1

1. Managers should keep a record of their own learning sources and outcomes that are specifically relevant to the training they deliver to Flourish staff. This is to ensure managers' competencies are shown to be up to date, sufficient and appropriate.

National Care Standards - Care at Home 4: Management and Staffing.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
1 Dec 2016	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
8 Feb 2016	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
11 Dec 2014	Announced (short notice)	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
5 Dec 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
10 Dec 2012	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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