

My Care Tayside Housing Support Service

21b City Quay
Dundee
DD1 3JA

Telephone: 01382 202003

Type of inspection: Announced (short notice)
Inspection completed on: 7 March 2018

Service provided by:
My Care (Tayside) Limited

Service provider number:
SP2004005884

Care service number:
CS2004061873

About the service

My Care (Tayside) is registered by the Care Inspectorate to provide a support service - care at home and a housing support service. The service is provided by My Care (Tayside), a private company.

At the time of the inspection the service was provided to about 400 people living in Angus, Dundee and Perth.

The service is provided by 178 staff consisting of:

- Care workers and senior care workers, who provide people with direct support.
- Care supervisors, who monitor people's care arrangements and staff performance and wellbeing.
- Office based care coordinators, who arrange care staff to visit people's homes.
- Office based staff of; a manager, deputy manager, two training coordinators and administration staff.

The aims and objectives of the service are:

'Our aim is to provide the highest standard of care, to help enrich the lives of our clients, to ensure they continue to remain able to live an independent life in their home.

Our services are designed to be person centred with the sole aim of fulfilling the required service outcomes of the client.

We support people of all ages and with conditions such as dementia, or a learning disability, or people who just need that extra bit of help to remain independent in their homes.'

What people told us

We received 24 questionnaires from people who use the service. We also visited seven people using the service, and also met five relatives.

From the questionnaires everyone agreed that:

- Their needs and preferences had been detailed in their personal plan.
- They were confident that staff had the skills to support them.
- Staff have enough time to carry out the agreed support and care.
- Staff treated them with respect.
- Overall, they were happy with the quality of care and support this service gave them.

From the questionnaires most people agreed that:

- They knew the names of the staff who provide their support and care.
- The service asked for their opinions about how it can improve.
- They knew about the service's complaints procedure.

People also made comments about the quality of the service:

'As a relatively new user of the service I am extremely impressed with it. The care staff have a very caring attitude. The office staff are very friendly and attentive when I phone the office. All the staff got the extra mile. I could not manage the care of my husband without their support.'

'I was uncomfortable when I had different staff. My daughter contacted My Care to ask for regular staff, and this has been done. I am very happy with the two staff who help me shower. They know how I like things done and I have got to know them. I like the consistency.'

'We could not manage with the service. They have helped us get a hospital bed for my wife. My wife has total care needs. We are impressed by the care staff's team work. We feel we are working well with them.'

'My main carer is brilliant. I know all the care staff. They help me get ready for the day.'

'The care staff cannot do enough for you I have peace of mind that my partner is in safe hands when I am out.'

'The standard of care is very good. I am treated nicely with a lot of respect. The service is well organised.'

'I am very satisfied with the service. I am definitely happy with the care staff.'

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at its quality assurance paperwork. This demonstrated how they were monitoring of the quality of the provision within the service.

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 |

What the service does well

The service had very good practice with meeting people's health and welfare needs.

The people who use the service told us about the very good outcomes they experienced. People also gave the service feedback on how the service improved their quality of life and wellbeing. Their comments included:

'To enjoy a shower has made a big difference to me.'

'The staff are friendly and chatty and I look forward to them coming in.'

'Two staff getting me ready for bed is a big improvement.'

'It is a relief to me, that I have a capable person to look after me, so my relative can have some time to themselves.'

The staff provided emotional support as well as practical support. The people who used the service valued the relationships they had with staff who supported them and the positive differences the staff made in their lives. Wherever possible the service ensured there was consistency for people, with the same staff visiting at regular times, to build up greater continuity of care and relationships between people and their staff. When people wanted a change of visit times to suit them, this was accommodated by the service when staff became available. The service also informed people of necessary changes to their staff after their weekly rota was sent out.

People's personal plan's recorded their preferences about how they wanted to be supported, and what they could do for themselves, so that staff supported their independence. The plans recorded the outcomes that people wanted to achieve, such as; remaining at home, maintaining their independence, ensuring their personal care needs were met. The plans were kept up to date by the care supervisors who visited people on a regular basis, to check that people's needs were being met by the service, and also to provide their personal care. This meant that people's personal plans were written and updated by staff who knew directly how needs should be met.

The staff checked the plans and records made by other staff before providing care, so they were aware of any changes in the person's situation since they had last visited. Staff contributed to the development of people's support by talking to their care supervisor about their knowledge of people from providing their support.

The service ensured that quality of the service people received through assurance systems of; spot check visits, telephone monitoring, questionnaires, and six monthly review meetings. These checks are done by care supervisors, who know the people who use the service and their needs. This gave the service valuable feedback on how well it was meeting people's needs and expectations, and ideas on how the service would be better for them. Where people had asked for a change or improvement to their service senior staff had contacted them to agree the changes needed.

A particular strength of the service is the training and continuing support to staff to assist them in their support of people. Staff had a comprehensive induction to expected practice, and values, and their learning was assessed before they could work. New staff shadowed experienced staff, and were introduced to each new person and their care before working alone with them. Staff were kept up to date in their practice through feedback from spot checks, and one to one meetings, and refresher training. Care staff and senior staff were supported to register with the Scottish Social Services Council, which is now a requirement for all staff over the next two years.

The service had effective management arrangements to assure the quality of the service. The service's manager, deputy managers, coordinators and supervisors met each day to ensure there was a coordinated response to changed staff availability and to changes to people's care arrangements. The manager and deputy manager met with the director and quality manager weekly to monitor how the service was meeting key quality indicators and managing new practices to improve the service for people. For example, the service has been piloting increased physical activity with some people during care visits as part of the Care Inspectorate's Caring about Physical Activity (CAPA) initiative. Also, the service is systematically rolling out an electronic system to record people's personal plans and other care records, so that information about people's needs is updated without delay, and is readily accessible to staff who need to use it.

What the service could do better

The service should renew its development plan to ensure further improvements to the service. The service can use the feedback from people to reinforce practices and individual outcomes which make a difference to people, and to continue to develop new practices and forms of support that improve people's quality of life and wellbeing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

| Date | Type | Gradings |
|-------------|--------------------------|--|
| 29 Nov 2016 | Announced (short notice) | <div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div> |
| 8 Oct 2015 | Announced (short notice) | <div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>4 - Good</div> |
| 30 Oct 2014 | Announced (short notice) | <div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>4 - Good</div> |

| Date | Type | Gradings | |
|-------------|--------------------------|--|--|
| | | | |
| 4 Jun 2014 | Announced (short notice) | Care and support Environment Staffing Management and leadership | 3 - Adequate Not assessed 3 - Adequate 3 - Adequate |
| 31 Jan 2014 | Announced (short notice) | Care and support Environment Staffing Management and leadership | 2 - Weak Not assessed 3 - Adequate 2 - Weak |
| 5 Feb 2013 | Announced (short notice) | Care and support Environment Staffing Management and leadership | 3 - Adequate Not assessed 3 - Adequate 3 - Adequate |
| 2 Jul 2012 | Re-grade | Care and support Environment Staffing Management and leadership | Not assessed Not assessed Not assessed 3 - Adequate |
| 20 Mar 2012 | Unannounced | Care and support Environment Staffing Management and leadership | 4 - Good Not assessed 4 - Good Not assessed |
| 4 Nov 2011 | Re-grade | Care and support Environment Staffing Management and leadership | Not assessed Not assessed 3 - Adequate Not assessed |
| 22 Jul 2010 | Announced | Care and support Environment Staffing Management and leadership | 5 - Very good Not assessed Not assessed 4 - Good |
| 23 Sep 2009 | Announced | Care and support Environment Staffing Management and leadership | 4 - Good Not assessed 4 - Good 4 - Good |

| Date | Type | Gradings |
|------|------|---|
| | | |
| | | <div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>4 - Good</div> |

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.