

Kippen Care Services Support Service

Tayview Industrial Estate
Friarton Road
Perth
PH2 8DG

Telephone: 01738 629228

Type of inspection: Unannounced
Inspection completed on: 22 February 2018

Service provided by:
Kippen House Ltd

Service provider number:
SP2003002495

Care service number:
CS2004078862

About the service

Kippen Care Service is registered by the Care Inspectorate to provide a support service/care at home.

It provides a range of care at home services, from domestic help to assistance with personal tasks. The service is available to people from the age of 18 years upwards, including those with disability or mental health issues but mainly covers older people in the Perth city area and the rural area south of Perth. A 24 hour oncall service is provided.

At the time of the inspection the service supported 200 clients mostly older people.

The service shared the same manager, office premises and policies and procedure and training programme as Rigifa Home Care Service.

This service registered with the Care Inspectorate on 1 April 2011.

What people told us

We received nine care service questionnaires from people using the service, and spoke to another two in their homes. Comments included the following:

"Many of the Kippen Care staff are experienced care givers taken on from other agencies and I have no concerns about them. In the last six months particularly the service has given cause for concern. Staffing has fluctuated and seems now to be at a low level where one absent staff member means there is no fall back member to call on. This has resulted in very late visits and on at least two occasions no visit for my mother."

"Get on very well with all the carers. Have a good relationship with them all. Can trust with anything I say."

"They're brilliant. They are all equal, but some are more equal than others! I think they do a great job and do everything I would want them to do. They are the reason I can stay here where I want to be - in my own home."

"I'm very happy with the girls. They are good to me, I couldn't manage without them."

Self assessment

We are not requesting self assessments during this inspection year.

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	not assessed

What the service does well

We sampled a number of individual's support plans held in the office. Information regarding the person referred to use the service is provided by the service purchaser which is usually Perth Council Social Work Department. Care plans and the service provided are reviewed six weeks after the service has commenced and then every six months, or as service users' needs change. The service are flexible with regards to review and will arrange reviews sooner if it is requested or felt it is required. The service has a good relationship with its purchasing authority and can alter support plans (i.e by either increasing or decreasing care) quickly which supports positive outcomes for people using the service.

Care plans are accessible, concise and to the point. Continuation sheets are completed by carers at each visit to record the care which has been provided, which is useful for both the service's quality assurance purposes and for visiting relatives, who can see the care their relative has received.

The service aims to keep the core staff team as small as possible so staff can use their experience and observational skills (along with the relationship built with service users and relatives/carers through continuity of care) to observe negative changes in service users' needs or abilities which may necessitate further care planning being required. The service operates an oncall service whereby support workers can access information, guidance and support whilst working. Staff members told us that if they required support "there was always someone on the end of the phone" and this gave staff confidence whilst working.

Staff we spoke to liked working for the service. They felt that communication was good as was joint working, and felt they were supported well. The service uses a group text system to disseminate important information quickly among the staff team. From the staff files sampled it was evidenced that all staff members were PVG checked prior to commencing work within the service. We found that staff members who we met with had an understanding of the role of the Scottish Social Services Council and its code of conduct.

The service carried out inspection visits at service users' homes in order to ensure the punctuality and competence to practice of their staff. They use a scoring system and staff are counselled on their performance if the scoring drops below a certain level. Self-appraisal and reflection are a feature of the appraisal system which promotes good learning and development.

The manager and staff team based within the office spend a lot of time speaking to service users and putting their care plans together, giving service users easy access to them, should they wish to discuss any issues or raise any concerns. This gave service users' confidence to air their views easily should they have reason to.

Overall, we saw a confident and competent team who treated each other with respect and good humour in their work.

What the service could do better

The service have had a number of changes within their office based staff team alongside difficulty recruiting new care staff. This has latterly put a lot of pressure on the service and has affected staff morale. This seems to have stabilised at the present time.

As part of their own quality assurance processes, the service carries out management visits. Looking at the paperwork it is not clear how these differ greatly from the six monthly reviews and this is something the service could review in order to gather the information they need in a more robust way. This could assist the service to identify areas of development which will feed into their ongoing improvement plan.

The efficacy of the service's induction process could be better evidenced in terms of new recruits progression through it. This is important in order that the service can demonstrate well the work that has gone into training and developing new staff members in line with the services aims and objectives.

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
21 Feb 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
18 Mar 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
19 Mar 2015	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
10 Mar 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
4 Oct 2012	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
14 Jul 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
12 Jul 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
9 Sep 2009	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	3 - Adequate
2 Dec 2008	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	3 - Adequate

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