

Bield at Home Support Service

Grantsbank - Sheltered Housing Complex
Pilmuir Street
Dunfermline
KY12 0NH

Telephone: 01383 620758

Type of inspection: Unannounced
Inspection completed on: 8 March 2018

Service provided by:
Bield Housing & Care

Service provider number:
SP2004005874

Care service number:
CS2012306438

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service registered with the Care Inspectorate on 5 November 2012.

Bield at Home is a small developing service providing care at home support to older people within the Bield complexes and the wider community. The service currently provides care and support to a small number of service users. The service also includes housing support and this service is registered and inspected separately.

Bield at Home is based in Dunfermline. The service is designed to give older people the opportunity to tailor the level of care and support they receive in order to meet their individual needs within their own home and community.

The staff team include a manager, deputy manager and care staff.

What people told us

We sent out ten questionnaires to people that use the service, and relatives, we received three back. All three 'strongly agreed' that overall they were happy with the quality of care and support. One person did not know if they had a personal plan or support plan which had information about their support needs.

People told us they were very happy with the service that supported them. This was captured in the comment, 'Dad is comfortable and happy with the current support'.

Consistency of staff was important and this was evidenced in the comment, 'He (husband) likes consistency, which Bield provide'.

The appreciation and acknowledgement of the service was summed up in the comment, 'I enjoy it here. They do a great job for me...Grantsbank's great - would recommend it to anybody!'

Self assessment

Every year all care services must complete a 'self-assessment' form telling us how their service is performing.

A self assessment was not required for this inspection. However, it was clear that with big changes coming up for the service, that they were planning very carefully for it and consulting with service users.

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 saw that there was very clear and detailed personal information on the tenant support sheet. We also saw appropriate legal documents which noted powers of attorney and decisions regarding medical intervention. We liked there were good, written agreements about information that would be kept confidential and what information may need to be shared. There were also well written support arrangements which made it clear what care and support could be expected.

We liked the new tenant checklist and could see that a lot of thought went into ensuring the tenant was comfortable and well supported at the point of admission. We saw consultation in respect of health needs, e.g. nutrition and hydration, and this showed us that individual health requirements were noted on an individual basis.

We could see from staff records that there was a comprehensive variety of training offered and this helps to increase and maintain staff skills and knowledge. Staff told us that the training was appreciated and 'has been good'.

We saw that there were detailed and full risk assessments in place to ensure that people could be supported safely and staff were consistent in their practice. We read monthly accident, incident and complaints audits which showed that the service was keen to learn from these events. There were good records of communication between staff in the phone call/text log book and this meant that clear information could be passed between staff in a consistent way.

Those we spoke to felt that the staff were caring and supportive and went out of their way to ensure that the tenant received a high quality service. It was also appreciated that the management would assist, personally, by covering shifts, when required.

What the service could do better

We found that although there were comprehensive risk assessments to ensure tenants were kept safe, we could not see evidence of these being reviewed. When risk assessments were complete they were sometimes dated up to two years previously. We suggest that risk assessments should be reviewed at least annually or when circumstances change. It would also be good practice to insert date of review, both when due and when reviewed, and have space for tenant signature.

In the process of our inspection we also noted that other documents either did not have space for signature and/or date, or did not show evidence of being reviewed within a reasonable timescale. We suggest that a file audit is conducted, at regular intervals, to check that records are up to date and complete.

From the staff files we inspected we could see that the service has a policy of providing 1:1 supervision on a 6-8 week basis but this was not always met. We suggest that the service review this policy to ensure that it is achievable and then put a schedule in place to ensure that the policy is met. It is worth noting that staff, regardless of supervision, felt supported by management and could discuss any issues with them when required.

We found that the service had some examples of person-centred records such as 1-page profiles but these were not always complete. These profiles give the staff an overview of how to support the individual effectively along

with some personal information which assists in knowing and understanding the individual. This personalises the care. It is suggested that the service looks at ways of extending person-centred approaches to ensure that the tenant is at the centre of decisions that affect them and that documents are reviewed to reflect this.

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
15 Dec 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
15 Feb 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
28 Jan 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings	
27 Jan 2014	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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