

Social Care Alba Ltd

Housing Support Service

20 George Square
Edinburgh
EH8 9LD

Telephone: 08450 945 279

Type of inspection: Announced (short notice)
Inspection completed on: 29 March 2018

Service provided by:
Social Care Alba Ltd

Service provider number:
SP2010011170

Care service number:
CS2010273044

About the service

This service registered with the Care Inspectorate as a combined housing support and care at home service on 13 April 2011.

Social Care Alba describes itself as follows:

'Social Care Alba was established to provide support to people living in their own home. Our care and support is based upon core values underpinned by the National Care Standards. These are reflected in all of our policies and procedures. Our vision is one of person centred support which incorporates values of:

- dignity and respect
- privacy and inclusion
- choice and realising potential
- safety, equality and diversity

We are continuously looking to the future, planning ahead and anticipating future demands. This allows us to recruit, train and plan services in advance with the support and inclusion of staff.

We aim to communicate a powerful vision of quality and person centred support, thus providing a sense of direction. It inspires and unites people with a shared sense of commitment"

Social Care Alba were awarded a Silver Healthy Working Lives award during 2016. They are also holders of an Investors in People-Gold Award.

Since the last inspection the service had reduced the geographical areas it operated in. This change had helped the improvements undertaken by the service management which had increased the quality of care being provided.

At the time of the inspection the service was providing support to approximately 68 people living in or near the City Centre of Edinburgh.

What people told us

We received completed Care Standard Questionnaires from 16 people who received a service from Social Care Alba. They all agreed (11 strongly agreed) that they were happy with the quality of care and support they got from the service. All agreed (eight strongly agreed) that their personal plan provided information about them and that staff knew how to support them.

Comments included:-

"They do their best"

"Very happy with the service"

"I am always happy to see my regular carers"

"I am happy with the support I'm receiving"

"Excellent I am happy with the way things are"

The Care Standards questionnaires asked people how staff treated them and how well they did their job. Below are the written responses we received:-

"They are friendly and kind. Men are not quite sure sometimes but they come here and ask me what I like. X a male carer is very cheerful. Makes me laugh"

"Sometimes seem to have no time to spend with me and not very patient at times"

"They talk and listen to me. When I loose things they find them"

"Staff are kind"

"Carers are always polite apart from one carer who was rushing me to get going but she is kind and pleasant"

"We just get on together. They know what they come to do. They respect me. They are all very nice"

"All the male carers are fine and all the girls are nice"

"Some of the staff are better than others"

"Although staff have different personalities, they all show adequate knowledge"

"They are excellent. They know their job"

"They are confident and seem to have the right training and skills but I am a tidy person and sometimes a few people forget to keep the phone tidy"

"They do their tasks with a smile and nothing is too much trouble"

"As long as they know what they are doing I have no issues"

"Staff treat me with kindness and dignity"

"Staff are very good. They treat me well"

"Ever helpful, kind and arrive at the time they expect to see me"

We met eight people using the service and four relatives. All were largely happy with the care and support being provided by the service.

Comments included:-

"The service is very good"

"Care could be better"

"I'm absolutely happy with the carers - I have no complaints"

"Carers go the extra mile. They are very caring"

"Carers are all very nice and pleasant"

Self assessment

We are not requesting self-assessments from providers for this inspection year. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan are considered throughout the inspection.

From 1 April 2018 the new "Health and Social Care Standards" will replace the existing Care Standards. These Standards seek to provide better outcomes for people who experience care, and services should now be familiarising themselves with these. We would encourage services to prepare for the implementation of the standards by working with staff and people experiencing care to raise awareness and explore what they mean in their specific setting, and consider how they impact on their work.

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

The service had recently been praised by supported people and their relatives for their dedication and perseverance in making sure everyone received their care visits during severe weather conditions.

Several people told us how the service and individual carers helped them to maintain their independence so they could stay living in their own homes which was very important to them. Comments included:-

"Staff help me only if I need it and encourage me to do things for myself"

"Carers get me mobile as much as possible. They remind me to do my exercises. If I didn't have the service I wouldn't be able to stay at home"

"The carers help me do tasks that are difficult due to my sight"

"Carers respect my choices and I am still able to do things for myself"

"The service means I can stay and live at home and not be living in a care home"

Each supported person had a key worker who monitored the person's care needs and overall well-being. Concerns about people's health and wellbeing were reported to the team leaders who progressed the concerns with the person themselves or relatives, health or social work representatives. The team leaders demonstrated good values were skilled and knowledgeable and good role models for care staff.

Whilst achieving consistent continuity of care was an on-going challenge for the service, people we met told us they had regular care staff visiting them which had enabled them to build up positive relationships. People

expressed confidence in their carers and praised individual carers for specific caring attributes including being patient, caring, reliable and taking their time and not rushing.

New care staff undertook comprehensive induction training which covered the key skills and knowledge required to provide care. They were supported well, being assigned a "buddy" and there was very regular contact and support from the team leaders.

Staff had regular, meaningful supervision support meetings and undertook an annual performance and development review which helped them to identify planned learning outcomes. Learning was supported with a mixture of e-learning and practical training available to staff with mandatory training being refreshed on an annual basis.

To further support staff the service had "champions" who had good knowledge on specific care topics e.g. medication, dementia, moving and handling, palliative care. The service planned to deliver more in-depth training led by the "champions" over 2018.

What the service could do better

Two relatives expressed concerns about food hygiene practices. Due to this information the service now planned to re deliver food hygiene and infection control training for all staff.

Whilst record keeping training had been provided the service acknowledged that some staff still needed to make improvements in this area.

New personal plan documentation has been created which provided good information for carers to refer to. We advised the service to proactively seek life history and personal preference information for some of the newer people receiving the service.

We gave the service improvement advice about staffing support and performance processes. These included recording direct observations of competency, using consistent performance outcomes for staff for both induction and the annual performance review and making staff's professional development plans more personal to them.

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
24 Feb 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
18 Mar 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
23 Feb 2015	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
12 Dec 2013	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
20 Feb 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

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.