

CHAS at Home Support Service

Canal Court
42 Craiglockhart Avenue
Edinburgh
EH14 1LT

Telephone: 0131 444 1900

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

Service provided by:
Children's Hospice Association Scotland

Service provider number:
SP2003002501

Care service number:
CS2004076752

About the service

Children's Hospices Across Scotland (CHAS) provide care and support at their two hospices and through their care at home service. The vision of the organisation is "that every baby, child and young person in Scotland will have access to palliative care when and where they need it".

The care at home service is provided by teams of staff based in four settings; Rachel House (a hospice in Kinross), Robin House (a hospice in Balloch) and from office premises in Inverness and Aberdeen.

Local teams have nurses and senior support workers who travel all over Scotland to care for children and young people in their own homes. They offer nursing care as well as emotional support and can also help provide end of life care at home.

The service has been registered since January 2005.

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

What people told us

Six family members returned questionnaires to the Care Inspectorate. Seven also spoke to the inspector. All of the responses were exceptionally positive.

Parents stated that they received fantastic support from warm, caring, knowledgeable staff. They were impressed by how flexible and responsive the team could be and how they did their utmost to meet their needs, even at very short notice sometimes.

Some parents described experiences their children had been part of, which they never thought possible and the great fun their children had. Others described the art and craft work which decorated their home which their child had created.

A parent described the staff as supporting them with the complicated stuff - advocacy, medication, finance, tough decisions - while all of their children had fun and created memories. Parents spoken with were all confident that they could leave their children in the care of CHAS at Home staff and confidently relax or go out knowing staff could meet all their child's needs, no matter how complex. They felt this was unique as other services needed them to remain in the home (and therefore, though supported, never get a relaxing break).

One parent, describing how well the staff knew and cared for their child said "(my child) is really important to them, which is huge to us".

Other quotes included:

"Support is incredibly important, wouldn't cope without it. Been amazing - a lifeline".

"Flexible, can phone any time if in crisis, big or small. If they're able to help out they will, very happy".

"Could not function without CHAS at Home".

"Can't say enough about it - perfect service. Unique and extraordinary".

"Provide amazing support for my son at home, wonderful".

"Kind, caring and professional and do a marvellous job...he loves his carers and I would trust them completely. CHAS at home are fantastic".

"We feel very fortunate to have the CHAS at Home team involved in our family".

"The service and care by the CHAS at Home team is exemplary...different activities that are exciting and stimulating. Nothings too much trouble and we love them coming".

"Staff are kind, supportive, caring and obviously capable....an absolute Godsend....Honestly can't fault them".

Self assessment

No self assessment was requested by the Care Inspectorate in the inspection year 2017/18.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

What the service does well

The CHAS at Home team offered excellent care and support to children and young people with life shortening conditions, acknowledging and responding to the impact of serious illness on the whole family.

Parents spoken with were extremely complimentary about the nursing care and knowledge of complex healthcare needs, but equally delighted with the practical and emotional support and of the fun and memory making experiences their children/family had.

Staff knew the individual character and uniqueness of each child and young person outwith their illness, and did their very best to ensure that they had the opportunity to be part of fun and creative experiences during home visits, and also at respite visits to the hospice (not directly part of this inspection but part of the holistic package of support for families, and a hugely appreciated for the warm, fun environment for the whole family).

The CHAS at Home team were primarily registered nurses, supported by well-trained support workers. The team were experienced, confident and knowledgeable about the children, young people and families they supported. In discussion with staff it was clear that they were committed to providing the best possible care, support and opportunities to the people they supported and that they did this with warmth and compassion, as well as professional knowledge and understanding. **(See 'What people told us' in this report for the extremely positive comments shared with the inspector).**

Staff recognised and responded to the highly individual and complex needs of each of the children and young people. They worked in complete partnership with families, and alongside other agencies and organisations,

providing needs led care and support for the whole family. Homecare agreements identified the agreed support, however, parents and staff described staff who were flexible and responsive to their immediate and changing needs, and the huge benefits to them of this flexibility. There were numerous examples of the team understanding the needs and specific challenges for families and extending their agreed support to rise to these challenges, and support families through them.

There was a very positive learning culture with a well-managed staff development strategy, including a range of core and specialist training and an identified training plan for the following year. A competency framework was in use for both nursing and support staff and a leadership programme for senior staff. Staff had regular and supportive supervision, clinical supervision and appraisal. New staff had a formal and comprehensive induction to ensure they were well supported, working alongside experienced staff until they were confident in their role.

Staff were very well supported by the manager and their peers. The manager regularly visited each for the four sites where the homecare teams were based and therefore had a good overview and good communication with staff. The team were also able to seek immediate guidance and support (24 hours a day) from staff based at the hospices. A range of team meetings were in place to ensure that the needs of the people using the service were met, to develop the service further and to link research and best practice to identified objectives.

Within the organisation parents and their children also benefitted from the knowledge and support of a range of specialist nursing, support and medical staff and were also a key partner in contributing to research, advocacy and education to inform improvement in paediatric palliative care.

What the service could do better

Plans were in place within the organisation for a bespoke IT system which would better support the planning and delivery of care, and improve information gathering to inform organisational improvement. This is ongoing.

At the previous inspection the service was reviewing how the Getting It Right For Every Child (GIRFEC) SHANARRI wellbeing indicators (safe, healthy, achieving, nurtured, active, respected, responsible, included) could be incorporated into support planning. This had been introduced to some documentation, but not yet to support plans. Further progress will be examined at the next inspection.

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
16 Mar 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed 5 - Very good
29 Mar 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 6 - Excellent 5 - Very good
31 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 6 - Excellent 5 - Very good
27 Mar 2014	Announced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 6 - Excellent 6 - Excellent
21 Feb 2013	Announced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
21 Dec 2010	Announced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed Not assessed
17 Mar 2010	Announced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good Not assessed

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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