

Mears Care - Aberdeen Housing Support Service

Unit 5A
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Type of inspection: Unannounced
Inspection completed on: 7 May 2018

Service provided by:
Mears Care (Scotland) Limited

Service provider number:
SP2009010680

Care service number:
CS2010253684

About the service

Mears Care - Aberdeen has been registered since 2010. It is registered to provide a housing support and care at home service to adults living in their own homes.

The Mears Group says that "At the heart of Mears lays a strong sense of responsibility towards improving people's lives. We are committed to achieving this by ensuring everyone we work with creates a greater value and wider benefits from an integrated social value approach".

At the time of the inspection, the service was providing care for 71 people in Aberdeen City and for 112 people in Aberdeenshire.

What people told us

Through questionnaires and discussion we gathered the views of 21 people and they overwhelmingly felt that the carers were providing an excellent service. Many of them mentioned the helpful aspect of getting a written rota each week. Also many of them felt that the managers were not good enough at communicating, particularly in relation to missed visits or late calls.

Self assessment

We did not request that providers (except childminders) complete a self-assessment for 2018/19 inspection year. Instead we took the opportunity to discuss and assess the service's progress using their improvement development plan as part of their internal quality assurance.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

The Health and Social Care Standards say that people should expect to receive care that is right for them. We saw that there were personal plans in place which were flexible and included time for socialising and general support. The support workers showed good relationships with people, they knew their preferences and the atmosphere in their homes was relaxed. The tenants praised all of the carers and said that they helped in any way they could. This meant that people's needs, as agreed in their personal plan, were met and their wishes and choices were respected.

We saw that the support workers were good at their job and this could be improved further if they became more careful and autonomous in their professional role. This was discussed with managers and they will look at the

content of the training with an emphasis on Scottish Social Services Council codes of practice, to support development in this area.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

Findings from the inspection

It is an important part of a supportive service that support workers have time to support and care for people and to speak with them. The people that we spoke to praised the support workers and also the care coordinators, saying that they always had time to chat and to do "anything that I ask of them", people said "nothing is too much trouble". This meant that people were confident that their needs would be met. We saw good practice from the support workers when we accompanied them on visits.

People should expect to have confidence in everyone because they are trained, competent and skilled. We looked at training and almost all of the basic mandatory training was up to date but not entirely. Recruitment records were up to date and included all relevant checks. The liaison between Mears human resources department and the care coordinators in relation to recruitment was working well.

Because Mears works with a diversity of people including people with a learning disability there needs to be regular training in general aspects of learning disability, stressed/distressed behaviour, communication and resilience. Another necessity is that care coordinators need training in all the systems that they are expected to maintain. **(See recommendation 1.)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should ensure that all staff are trained, competent and skilled in relation to the support that they are giving. To do this the provider must ensure that:

- a) all staff are up to date with mandatory basic training and refreshers are completed timeously
- b) additional training is available as required by the diversity of the people; learning disability, stress/distress, communication, resilience

c) all care coordinators have sufficient training and practice to enable them to work with the computer systems that are in place.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards 3.14 "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisation codes".

This should be achieved within eight weeks of the service receiving this report.

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

It is important for people using Mears Care to know that the organisation is well led and managed.

The management in Mears Care has been reviewed and altered over the past year, with the result that there has not been a settled leadership team for many months.

The plans for the future seem good and need to be embedded throughout Aberdeen city and Aberdeenshire as soon as possible. One improvement that almost all people asked for is phone calls when carers change or are going to be late. We discussed this with senior managers and improvement should be implemented with immediate effect.

Part of good management is accurate record keeping to ensure consistency and safety. New computer systems have been introduced over the past year and these need to be in use by everyone as soon as possible to ensure accuracy of records such as support plans, visits, fees **(See recommendation 1.)**

People using this service should expect a company with a culture of continuous improvement. In order to achieve this throughout there needs to be a focus on staff development - training, supervision, consistency of senior staff to support carers and care coordinators. **(See recommendation 2.)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service should ensure that the computer systems are used competently by all staff to achieve the accuracy and speed of communication that is expected.

This is to ensure that care and support is consistent with the Health and Social Care Standards 4.14 "My care and support is provided in a planned, safe way, including if there is an emergency or unexpected event"

This should be achieved within eight weeks of receipt of this report.

2. The service should ensure that staff development and retention is a priority, to include training, supervision, and consistency of senior staff to support carers and care coordinators.

This is to ensure that care and support is consistent with the Health and Social Care Standards 4.23 "I use a service and organisation that are well led and managed."

Grade: 3 – adequate

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The provider is able to demonstrate that staff administer and record any medications they manage on behalf of, or with the people they support, in keeping with prescriber's instructions. In order to achieve this, the provider must ensure:

- a) support plans contain clear guidance on what staff should do to support people with their medication
- b) records demonstrate that staff have administered all prescribed medications in keeping with the prescriber's instructions
- c) staff consistently use the provider's agreed system for recording, including the reason for any doses that are not administered (for example missed, refused).

This is in order to comply with:

Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4(1)(a).

Timescale: within four weeks of receipt of this report.

This requirement was made on 2 May 2017.

Action taken on previous requirement

We saw that the records for medication were correct and up to date. The support plans were clear in what level of medication administration people were on and what staff were expected to do to support people.

Met – outwith timescales

Requirement 2

The provider must ensure that they have reviewed the personal plan of every person they have supported for six months or more within six weeks of receipt of this draft report. In order to achieve this, the provider must ensure:

- a) staff produce a written record of the review and share this with the person being supported and/or their representative
- b) staff update personal plans as appropriate to reflect the decisions/recommendations made at the review and to ensure all the information they contain is current.

This is in order to comply with:

Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 5 - a requirement for providers to complete a personal plan that details the health and welfare needs of the service users.

This requirement is also informed by National Care Standards for Care at Home - Standard 3: Your Personal Plan

Timescale: six weeks.

This requirement was made on 2 May 2017.

Action taken on previous requirement

We looked at support plan reviews and found them to be in place and appropriate.

Met - outwith timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The service develops a system to alert them when staff do not keep to their schedule of visits to supported people.

National Care Standards for Care at Home - Standard 4: Management and Staffing

This recommendation was made on 2 May 2017.

Action taken on previous recommendation

The service has a new computer system Cold Harbour which has been installed, is in use in other areas with Mears and which senior management have received training on. The care coordinators are due to receive training w/c 14 May 2018 and the system should be fully functional within four weeks. This system gives a live time status of the visits to supported people and alerts the care coordinators if someone has not arrived at the scheduled time.

Recommendation 2

The provider should develop their senior staff to improve their ability to fulfil their duties under the provider's Adult Support and Protection – Scotland policy.

National Care Standards for Care at Home – Standard 4: Management and Staffing

This recommendation was made on 2 May 2017.

Action taken on previous recommendation

All senior staff have undertaken adults protection training in the last year to improve understanding.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
2 May 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
13 Jun 2016	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
24 Sep 2015	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate

Date	Type	Gradings	
22 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 3 - Adequate
12 Nov 2013	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 3 - Adequate
6 May 2013	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 2 - Weak 3 - Adequate
19 Oct 2012	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 2 - Weak 2 - Weak
13 Apr 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 4 - Good
22 Jul 2011	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 3 - Adequate

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