

East Ayrshire Health and Social Care Partnership Care at Home and Housing Support Service (North Locality) Housing Support Service

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Type of inspection: Unannounced
Inspection completed on: 12 June 2018

Service provided by:
East Ayrshire Council

Service provider number:
SP2003000142

Care service number:
CS2011282263

About the service

East Ayrshire Health and Social Care Partnership (North Locality) is registered to provide a combined Care at Home and Housing Support service to people living in their own homes throughout East Ayrshire. The service was previously registered with the Care Commission, transferring its registration to the Care Inspectorate on 1 April 2011.

Support is offered to individuals throughout the north locality of East Ayrshire; in town, village and rural communities.

The services aims are:

- Maintaining and protecting people in the community, safely and comfortably
- Encouraging service user independence
- Enabling service users to reach their full potential

What people told us

We gained the views of those who use the service, and their relatives/friends through returned Care Standards Questionnaires, face-to-face discussions and telephone interviews.

An Inspection Volunteer supported this inspection to help gain the views of those who use the service. Inspection Volunteers are individuals who have first hand experience of care services. They spend time talking with those who use the service, their relatives/friends, and provide information that supports feedback to the service.

The feedback we received was as follows:

- "The service enables my mother to remain in her own home"
- "We would be lost without this service"
- "They [staff] are kind, caring, friendly... mum looks forward to their visits"
- "They are all very good"
- "Carers should have more time"
- "They don't always know my needs, because a lack of communication between carers when passing information over"
- "When the carers first came to visit me, they asked what help I would like"
- "I never feel the carers rush me"
- "They [staff] are cheerful, respectful and courteous... they're exceptional"
- "They do a great job in East Ayrshire"
- "By the end of the visit we have put the world to rights with friendly banter"

Self assessment

We have not requested services to complete a self assessment this year. We take into account the services own development plan throughout the inspection.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	3 - Adequate
Quality of management and leadership	not assessed

What the service does well

For this inspection we focused on the quality themes of 'Care and Support' and 'Staffing'. Overall we found the standards within 'Care and Support' to be very good; and within 'Staffing' to be adequate.

People should be confident they will be treated with warmth, kindness and compassion. To help assess how well the service was performing in this regard, we spent a period of time discussing with those who use the service, and/or their relatives, either face-to-face or via telephone interviews. Overall, people were very satisfied with the care and support that they received. We were told "The carers are obliging, cheerful and polite... very confident in what they do", "I would say the carers are wonderful people who are kind caring and attentive", "They [staff] are cheerful, respectful and courteous... they're exceptional".

It is important for people who use care service to be supported in a consistent way, by a stable staff group who are known to the person. This helps to build trusting relationships between those being supported, and those providing the support; and can help better outcomes as action to changing care needs is more responsive. We found that those who are supported by the service benefit from a consistent approach to meeting care needs. We were told by those who use the service "My carers and I both know one and other, and this helps because they know how I like things done", "The staff understand us, and vice versa... they know all my relatives quirky ways".

People who use care should be supported to maintain relationships with family and friends. The service had worked hard to develop individual strategies for people to help them maintain meaningful relationships. We heard how staff supported individuals to keep in contact with those who are important to them through varying methods, such as telephone and email; with examples of thank-you correspondence from relatives who live abroad.

People who use care services should be given opportunities to be involved in the running of the service, with genuine partnership existing between the service and those who are supported. The views of those who use the service were sought regularly through forums, and during staff 'spot-checks', which are carried out to assess the practice of support staff. There was also good evidence of feedback being gained through regular care reviews. Those who use the service told us "Someone asks me my thoughts... they do listen to me, it's a two-way meeting".

What the service could do better

Within the two quality themes of 'Care and Support' and 'Staffing' there were some areas where development would help to enhance practice, and the care provided.

People who experience care should have confidence that staff have been appropriately and safely recruited. To help support in this regard, the Care Inspectorate and Scottish Social Service Council have produced guidance for services to use to ensure processes are effective and safe. We found throughout this inspection, areas where safer recruitment guidance had not been followed, especially around gaining appropriate references for new staff. Where there was limited information gained through the reference process, the service had not always followed up with a discussion with the previous employer. Moreover, not all references had been gained from a suitable individual with the previous employer, such as the manager (requirement 1).

As of 2 October 2017, all new staff employed to work in Care at Home and Housing Support services are required to register with the Scottish Social Service Council, with registration being gained in the first six months of employment. People who use care services should feel confident staff know and follow their professional codes of conduct. We found incidences where staff had not started the registration process in a timely manner, which would result in not achieving full registration as required. Moreover, the service did not have a developed support mechanism to facilitate this process for new staff (requirement 2).

Individuals who experience care should have a well developed support/care plan in place that detail the specific actions to help meet needs, wishes and preferences. The service had been working to develop the quality of plans; however, we found incidences where individual outcomes, and specific interventions had not been captured. We also found that information from the wider health and social care team had not been incorporated into current plans, guiding the care to be delivered (recommendation 1).

People should feel confident that organisations who provide support have a culture of continuous improvement, driven by effective quality assurance processes. The service had developed and implemented some mechanisms of assessing quality; however it was not always clear how the information gained was being used to drive the service forward, and make improvements (recommendation 2).

Individuals should feel confident staff are well trained, competent and skilled. The service training matrix illustrated staff had engaged with core training on such subjects as moving and assisting, infection control, falls prevention and medications management. However, there was little evidence of training in regard to health conditions which may be experienced by those who use the service, and where this was, it was not in-line with national strategies such as 'Promoting Excellence in Dementia Care - skilled' (recommendation 3). It is recognised that when staff feel supported, and have clear objectives set, better outcomes for people who experience care can be achieved. We assessed how well staff were encouraged to develop competence and skills through the appraisal process. Within the appraisal process staff were set organisational objectives, with limited evidence of personal development expectations (recommendation 4).

Requirements

Number of requirements: 2

1. The service provider must ensure their processes of recruitment are safe and effective. This should include, but not limited to, effective suitability assessment of prospective staff through appropriate reference checking.

This is to ensure that staffing is consistent with the Health and Social Care Standards which state: 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

This is in order to comply with:

- The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), Regulation 9(2)(b), Fitness of employees.

Timescales for achievement: To begin immediately on receipt of this report and ongoing.

2. The service provider must ensure that a process for supporting staff to register appropriately with the Scottish Social Service Council is implemented and followed, and that registration for required staff is gained in a timeous manner.

This is to ensure that staffing is consistent with the Health and Social Care Standards which state: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS3.14).

This is in order to comply with:

- The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/201), Regulation 9(2)(c), Fitness of employees.

Timescales for achievement: To begin immediately on receipt of this report and ongoing.

Recommendations

Number of recommendations: 4

1. The service provider should develop personal plans so as to incorporate assessments completed by the wider health and social care team, with individual outcomes captured, and underpinned by specific interventions.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

2. The service provider should make improvements to the quality assurance systems to ensure that information obtained is meaningful and contributes to making ongoing improvements within the service. This should include, but not limited to, set criteria for assessment, and action plans which stipulates specific actions to enhance practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

3. The service provider should ensure that training delivered supports understanding of complex healthcare needs. This should include, but not limited to, 'Promoting Excellence in Dementia Care - skilled', Adults with Incapacity, and care planning. There should also be evidence of staff engaging with reflective practice following any formal training session.

This is to ensure that staffing is consistent with the Health and Social Care Standards which state: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

4. The service provider should review the process and quality of staff appraisals (EAGER), ensuring that these set individualised targets and outcomes for staff to achieve, which are monitored and measured throughout the supervision process. To enhance this further, there should be evidence of staff engaging in reflective practice.

This is to ensure that staffing is consistent with the Health and Social Care Standards which state: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

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
29 Jun 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
25 May 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
29 May 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
2 Jun 2014	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
28 Jun 2013	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate
20 Jul 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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