

Platinum Home Care Support Service

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Glasgow
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Telephone: 0141 433 8781

Type of inspection: Unannounced
Inspection completed on: 28 May 2018

Service provided by:
A & C Direct (Scotland) Limited

Service provider number:
SP2015012459

Care service number:
CS2015336132

About the service

Platinum Home Care registered with the Care Inspectorate on 13 November 2015 to provide a care at home service to adults and vulnerable older people with a disability and/or sensory impairment living in their own homes in the south of Glasgow and East Renfrewshire. The provider is A & C Direct (Scotland) Limited. At the time of the inspection one person was being supported by the service.

The provider's mission statement says:

"Our values are simple. Platinum Home Care strives to offer excellent and affordable home care to individuals and families in and around Glasgow.

It is our goal to employ competent, caring, and well-trained individuals who are responsive to the needs of our patients, their families, and the communities we serve. Our company will provide staff with competitive compensation, an inviting work environment, and knowledgeable, trustworthy management and direction."

What people told us

We received feedback on the service by email from the one person currently receiving support. The person we spoke to was very happy with the care they received and the support worker providing it. They also told us of their interests and how their carer supports them to take part. Comments included:

"My carer is very nice and we get on well."

"I know that I can go to anybody in the office if I have an issue."

Self assessment

Services were not required to submit a self assessment this year.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

The person using this service continued to be very happy with their care and support and the worker providing it. The support helped them to participate in activities that interested them which benefitted their overall health and wellbeing.

The care plan was generally well written and contained some person centred information on the person's needs and how these would be met. It was good to see that it reflected the need to promote the person's independence, privacy and dignity. Regular reviews were held to discuss whether the plan continued to meet the person's needs.

The support worker received regular one-to-one supervision with their line manager where they could discuss any issues but also had regular day-to-day contact with the manager and directors when required. This provided important support as the staff member was a lone worker.

The support worker had received refresher moving and handling training since the last inspection. They were aware of the need to register with the Scottish Social Services Council (SSSC) within the timescales set by the SSSC for this type of service.

Some changes had been made to the service's introductory information for new clients and it now better reflected the services that Platinum Home Care could provide. The business plan which included the service's improvement plan had been reviewed since the last inspection.

What the service could do better

As we said at the last inspection we would like to see the care plan focus more on outcomes identified for the person, progress on which would be discussed at reviews. Also the review format could be developed further to ask the person and their relative for their views on their support staff and the manager. In this way their feedback could influence all areas of the service. Also we did not see evidence of changes to the care plan during a time when the person was unable to take part in their usual activities because of ill health. (Recommendation 1)

As we said at the last inspection a range of risk assessments had been completed but these were not all applicable to the person using the service. Including only risk assessments that were relevant would support a more person centred approach. Also risk assessments should be signed by the person using the service or their representative to show their agreement.

The staff supervision form had been improved to give staff the opportunity to reflect on a situation that linked to a SSSC code of practice and a situation where they have had to reflect on professional boundaries. However we saw that this was not being used to its full effect and so was not providing regular opportunities for staff's continuous development. (Recommendation 2)

Refresher moving and handling training was the only training received by the staff member since the last inspection. In order to promote continuous learning the manager should identify training needs and draw up a training plan to show when training is due. It should include refresher training in adult protection. (Recommendation 3)

As we discussed at the last inspection the service improvement plan needs to be continuous and identify who will take each action forward and by when. (Recommendation 4) Some of the improvements we recommended at the last inspection have not been progressed and have been repeated here. Improvements identified at inspection could be used as a basis for the service's improvement plan. In order to continue to maintain good grades and improve further the provider needs to show what the service is doing to continually develop.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 4

1. Where there is a change in a person's needs the care plan should be updated to reflect the changes to their support.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 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 1.5)

2. The manager should provide staff with opportunities to regularly discuss current best practice, policy and legislation to develop their knowledge further.

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

3. The manager should identify training needs and develop a training plan for staff so that they receive refresher training when it is due as well as other training relevant to their role.

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

4. The service's improvement plan should be continuous and include areas for improvement identified by the service as well as areas identified at this inspection. It should also take into consideration the views of people using the service and staff and be regularly reviewed and show when actions have been completed.

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

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
18 May 2017	Unannounced	Care and support Environment 4 - Good Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	Not assessed 4 - Good
11 Oct 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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