

# East Ayrshire Health & Social Care Partnership Care at Home and Housing Support Service (South Locality) Housing Support Service

Department of Education and Social Care Services  
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Type of inspection: Unannounced  
Inspection completed on: 31 May 2018

**Service provided by:**  
East Ayrshire Council

**Service provider number:**  
SP2003000142

**Care service number:**  
CS2011282270

## About the service

East Ayrshire Health and Social Care Partnership (South 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 south 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:

- "My mother didn't want carers, but now she looks forward to them attending"
- "The care and support I receive has transformed my mornings"
- "I look forward to seeing the carers... a lot of love and laughter"
- "They [staff] are fantastic, amazing, and understand my relative"
- "I can't ask for any better. They even know when I'm under the weather and always ask if I want to see a G.P"
- "I feel the carers could do with slightly more time to provide the service"
- "I don't think two new staff should be working together"
- "They'll [staff] do anything for you"
- "They [staff] encourage me to do things for myself, I haven't got any complaints"
- "The staff are awful nice. I changed from another provider to East Ayrshire, and I've found them much better"
- "The care I receive is excellent, but sometimes admin seems over complicated"
- "I call them our breath of fresh air, they [staff] are just brilliant"
- "Our opinion is always sought"

## Self assessment

We have not requested services 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 that they will be supported with kindness, warmth and compassion. To help assess how well the service was performing in this regard, we spent a period of time observing home visits and time discussing with those who use the service, or their relatives/representatives either face-to-face or through telephone interviews. Overall people were very satisfied with the service they received. We were told "The carers are excellent, caring in bucket loads. They're great listeners", "I hear giggling and laughing coming from the room of my relative, my relative is always in a good mood when the staff leave", "I have a lovely rapport with my carers, who can never do enough for me".

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. Those who use the service benefitted from an enhancing culture of participation. We heard how individuals participated in interviewing prospective new staff, with one lady telling us "It makes me feel useful". The views of those who use the service were sought regularly through forums, and during staff 'spot-check', which are carried out to assess the practice of support staff. To help sustain the culture of participation, following feedback gained during spot-checks, the service manager sent personalised letters to individuals addressing any issues raised, and the actions being taken to rectify.

It is important that individuals who use care services experience consistency in their care. To help achieve this the staff allocated to support should be stable. It was clear from the care documentation reviewed that individuals who were supported received continuity in the staff who attended. This also helps to build trusting relationships between individuals and the service. We were told by those who use the service "I have a team of four carers who I know well", "I do have regular carers who visit me twice a day", "We all know one and other well".

People should feel they have sufficient time to meet their needs. Overall, we had positive comments from those who use the service about the time allocated for support visits. We were told "The carers take as long as they need... they definitely don't rush me", "They [staff] always do what I ask of them, and take time to do, so I never feel rushed". It was positive to hear that the service has a contingency in place to provide more time to individuals outwith the formal social work review process as required.

## 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 instances where safer recruitment processes did not comply with the guidance set; particularly in regard to employee references. 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).

Individuals should expect that staff are well trained, competent and skilled. The training records for the service illustrated staff had engaged with core training on such subjects as moving and assisting, infection control, food hygiene, 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 1). We also assessed how well staff were encouraged to develop competence and skills through the appraisal process. It is recognised that when staff feel supported, and have clear objectives set, better outcomes for people who experience care can be achieved. Within the appraisal process staff were set organisational objectives, with limited evidence of personal development expectations (recommendation 2).

Individuals who experience care should have a well developed support/care plan in place that details the specific actions to help meet needs, wishes and preferences. The service had taken positive steps to develop the personal plans used; however, this was not consistent throughout all those we reviewed, as some did not clearly detail outcomes, or the specific actions to be taken to achieve these (recommendation 3).

People should feel confident that organisations who provide support have a culture of continuous improvement, driven by effective quality assurance processes. The service had taken steps to develop their quality assurance processes. However, it was not always clear how the information gained was used to enhance the quality of care and support, as some of the processes/audits focused on quantity rather than quality (recommendation 4).

## Requirements

### Number of requirements: 1

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.

## Recommendations

**Number of recommendations:** 4

1. 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.

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).

2. 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).

3. The service provider should develop the personal plans for individuals, ensuring that interventions detailed are specific in nature, and support a consistent approach to care delivery linked to wishes and preferences.

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).

4. 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 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).

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
30 May 2017	Unannounced	Care and support 5 - Very good

Date	Type	Gradings
		Environment Staffing Management and leadership
		Not assessed Not assessed 4 - Good
20 Oct 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good Not assessed
15 Jul 2015	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 4 - Good 4 - Good
19 Aug 2014	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 4 - Good 4 - Good
20 Aug 2013	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate Not assessed 3 - Adequate 3 - Adequate
15 Aug 2012	Announced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 4 - Good 4 - Good

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