

Scottish Nursing Guild - Care at Home Support Service

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Telephone: 0131 229 9988

Type of inspection:

Unannounced

Completed on:

5 July 2018

Service provided by:

Independant Clinical Services Ltd

Service provider number:

SP2007009176

Service no:

CS2007155874

About the service

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

During the inspection we used the new Health and Social Care Standards to evaluate the care and support that health care assistants working for the Scottish Nursing Guild gave people. The standards focus on the experience of people using services and describe what people can expect, they can be accessed at: www.gov.scot

This service registered as a support service – care at home with the Care Inspectorate on 1 April 2011. The care at home service shares its Edinburgh office with the organisations nurse agency. The managers of the care at home service and the nurse agency work closely together to coordinate care and support for people living all over Scotland. The care at home service provides health care assistants, mainly through private arrangements; though they do work with other care agencies and sometimes provide short-term cover for local authority or NHS clients. If people privately contracting with the care at home service also need nursing care the SNG nurse agency provides nurses so that people can experience responsive care. SNGs approach aligns with the Health and Social Care Standards, which highlight that people should experience care that is consistent and stable because people and organisations work together well.

This report focuses on the care at home service. To read about care provided by nurses see the Scottish Nursing Guild nurse agency report.

The Scottish Nursing Guild's aim and objectives include being able to provide care and support; "when no one else can" because the service can offer staff at short notice. This allows organisations like the local authority prepare to provide care. More importantly it can mean that people go home from hospital earlier, supported by SNG while their care and support package is organised – see the provider's website for more information: <https://www.scottish-nursing-guild.com/>

What people told us

During the inspection the service was providing care and support to 23 people in their own homes. We spoke with seven people using the Scottish Nursing Guild (SNG), including their relatives and received questionnaires from eight people. We also accompanied health care assistants (HCAs) on visits. Overall people told us that the care and support offered to them, or their relative was excellent. Comments included:

"She (the health care assistant – HCA) has demonstrated real empathy and caring for my wife..... my wife has complete trust in our HCA, as do I. I can't speak highly enough of her. SNG have been professional, helpful and supportive throughout. Processes are clear and have been explained."

"Care provided by the Scottish Nursing Guild is far superior to that provided by other care agencies..... their reliability cannot be faulted."

Other comments and views have been included within the report.

Self assessment

We are not asking services to submit a self assessment for this inspection year. During the inspection we discussed improvement plans. The manager has short and medium term plans identifying improvements they intend to make.

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 quality of care and support was excellent. We saw relationships between clients and health care assistants (HCAs) that were warm and caring. People told us that the care and support provided by Scottish Nursing Guild HCAs made a real difference to their lives:

"We have continuity, reliability and confidence that (relative) will get the quality of care that he needs."

"The carers make a real difference to my son's life and (manager) is so responsive to our needs and requests."

HCAs had the appropriate information and resources to support people which meant that they experienced high quality care and support. For example, during the inspection two care staff were undertaking specific training that would mean they could care for a person in a more holistic way. Planned supervision and competency checks were organised following training to ensure staff deployed used their knowledge and skills well.

Where SNG provided care to people as part of a bigger care package they worked closely with the other organisation. This made sure they complimented and added value to care and support for people.

We evaluated excellent involvement of people experiencing care in both planning and delivering their care. For example, one person speaking about their care plan told us:

"The plan is checked and updated three monthly, at this point I am asked if there is anything the SNG can do to improve their service."

We suggested the manager thought about different ways to gain feedback from people experiencing care. This helps the evaluation of care and support and engages with a cycle of continues improvement.

The quality of staff, their training and responsiveness was excellent. Staff were appropriately and safely recruited and registered with the Scottish Social Services Council. We spoke to staff who felt valued and loved their job:

"I find them (referring to office staff and management) very helpful and supportive, always at the end of the phone."

"Best part of my job is making a difference to people, they trust us and that is so rewarding, makes me feel really valued."

The manager and staff working in the office supported HCAs to undertake their work and we saw everyone respecting privacy and confidentiality of people experiencing care. One person told us:

"I have had shifts covered by SNG at very short notice, the staff at the call centre are always very polite and helpful."

Staff had built trusting and supportive relationships with people experiencing care, this included the person's family and carers. For example, one relative told us:

"The care and support offered by the small team makes a big difference for us and for (son)."

Staff were encouraged to be innovative in the way they supported and cared for people, this included supporting one person to go on holiday himself for the first time. We saw one carer supporting a person to go swimming and plans to "go clubbing" later. The carer was able to tailor care and support for this person, guided by their manager, the person's family, but most importantly by the person themselves.

What the service could do better

We discussed with the manager the Scottish Governments standards for dementia and the Promoting Excellence Framework, suggesting that some staff caring for people with dementia would benefit from this additional training. It is possible that staff will want to get involved with the Scottish Social Services Council Dementia Ambassadors, facilitating sharing of new and innovative approaches to caring and supporting people with dementia.

We asked the manager to make sure they had the contact details for adult and child protection teams in all the areas where the HCAs supported people. This included Fife, Tayside, Aberdeen and the Scottish Borders. During the inspection the manager started to gather the contact numbers which will help ensure any concerns can be quickly and appropriately reported.

Because the Scottish Nursing Guild care at home service and nurse agency worked closely together some of the notifications they need to tell us about had been muddled up. We discussed this with the team responsible for notifying us who took immediate action to put things right and make accurate future notifications.

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
14 Jun 2017	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
5 Sep 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
26 May 2015	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
21 May 2014	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
27 Mar 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
2 Sep 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
22 Feb 2010	Announced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
31 Mar 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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