

Dalriada Care at Home Housing and Support Housing Support Service

74 South Street
Bo'ness
EH51 9HA

Telephone: 01506 826644

Type of inspection:

Unannounced

Completed on:

8 August 2018

Service provided by:

Dalriada Homecare Ltd

Service provider number:

SP2003002699

Service no:

CS2004085401

About the service

Dalriada is an independent care at home and housing support service based in Bo'ness, operating mainly within the Falkirk Council area. The provider states that "We strive to offer a flexible, efficient and professional service, which is tailored to meet each person's individual needs."

What people told us

"The staff are good listeners and very supportive and understanding."

"It has been disappointing to have had so many carers."

"Staff have been of a higher standard than we had expected."

"I like that I get a birthday card and a Christmas card."

"I don't know where I would be without all of you."

"Staff go above and beyond. I wouldn't swap them for the world."

"They treat us with respect."

Self assessment

We did not ask for a self assessment this year.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

Care planning: we found that the design of care plans was much improved. Most care plans and reviews were up to date. However, care plans should be signed by service users or their carers to show they have been consulted and agreed. Care plans should be scrutinised by managers to ensure they all meet a good standard. Care plans should be accurate and up to date on legal orders applying to the service user. Both managers and staff would benefit from a better understanding of the powers and orders their service users are subject to.

Service user feedback: feedback to us from users and carers was overall very positive. They noted improvement in communication and also a trust in both the provider and their own support staff.

Medication: a register of staff signatures and initials could usefully be kept for comparison. Specific medication assessments, to decide the level of support needed for each service user, was suggested at the previous inspection. We recommend this is done. All practice and paperwork should be clear about whether a person needs medicine administered or just prompted. Care plans should say what the purpose is of each medication and common side effects. This helps both staff and service users.

We recommend more staff training and management quality assurance of medication administration where this is needed by the service user.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider should implement the following to improve medication practice:

- a) A staff signature register.
- b) Medication needs and risk assessments for each service user.
- c) Be clear whether each person needs medication administration or prompting.
- d) Advise in care plans on the purpose of each medication and common side effects.
- e) Improve staff training and also quality assurance of medication administration and prompting.

Health and Social Care Standards

1.15 My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices.

1.24 Any treatment or intervention that I experience is safe and effective.

2.23 If I need help with medication, I am able to have as much control as possible.

3.14 I have confidence in people because they are trained, competent and skilled.

2. The provider should ensure senior staff and support staff have a working knowledge of any legal powers and orders that apply to service users. Service user records should be clear, comprehensive and up to date about these.

Health and Social Care Standards

4.1 I experience high quality care and support based on relevant evidence, guidance and best practice.

4.27 I experience high quality care and support because people have the necessary information and resources.

Grade: 4 – good

Quality of staffing

Findings from the inspection

Staffing: we found staff morale was high. Staff considered the new management a great improvement in terms of support, communication and welcome when they attend the office.

Supervision was regular, however it would appear that it was cursory and not reflective. We suggest supervisors have training on creative and supportive supervision that encourages learning.

Travel time for staff between service users had improved. Staff felt that where there was an issue, senior staff were approachable and flexible.

We noted that there was usually a 'core group' of staff visiting each person but service users and relatives we spoke to said they would prefer fewer staff. This issue was discussed with the manager and reducing the staff group visiting individual service users was noted as an aim.

A front line staff member said they did not feel isolated and the company was "like a family unit." She would be happy to have Dalriada staff visit her own relatives.

Staff feedback was sought every second month.

Staff training: a dedicated and enthusiastic senior staff member developed and lead training. Comprehensive online training was complemented by hands on learning. The trainer should ensure her own learning is suitable to enable her to teach others.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

This quality theme was not assessed.

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

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
27 Sep 2017	Announced (short notice)	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>Not assessed</div>
10 Aug 2016	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>4 - Good</div>
27 Aug 2015	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>4 - Good</div>

Date	Type	Gradings
6 Oct 2014	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate Not assessed 4 - Good 3 - Adequate
4 Nov 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership 3 - Adequate Not assessed 4 - Good 4 - Good
1 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
1 Dec 2011	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good Not assessed
20 Dec 2010	Announced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 4 - Good
24 Jun 2009	Announced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
13 May 2008	Announced	Care and support Environment Staffing Management and leadership 3 - Adequate Not assessed 3 - Adequate 3 - Adequate

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.