

Home Care Service - Care at Home Support Service

Home Care -Care at Home
Council Headquarters
High Street
Elgin
IV30 1BX

Telephone: 01343 563928

Type of inspection:

Unannounced

Completed on:

12 September 2018

Service provided by:

The Moray Council

Service provider number:

SP2003001892

Service no:

CS2004085958

About the service

Home Care Service - Care at Home is provided by The Moray Council and registered with the Care Inspectorate on 1 April 2011 to provide a support service to people in their own homes. The service provided care and support within the Moray local area and had local offices located in a number of towns within the area.

The service aimed to:

Provide high quality service on an individual person centred basis to support people to remain in their homes within local communities for as long as possible.

- *I experience high quality care and support that is right for me;*
- *I am fully involved in all decisions about my care and support;*
- *I have confidence in the people who support me and care for me;*
- *I have confidence in the organisation providing my care and support.*

What people told us

For this inspection we gathered people's views in a variety of different ways. The manager was asked to hand out a number of questionnaires for people who were supported by the service and staff. We received a good response from these questionnaires. This meant we had been able to gain the views of:

- 81 people who experience support from the service.
- two family members.
- 52 staff members.

People were generally happy with the service they received. There were some common themes from people about what they would like to see improved. Some of the comments shared with us were:

- 'I am very satisfied with the service given to me, and the staff are very helpful'
- 'We appreciate the support carer's give in limited time available'
- 'Quite satisfied about the care we get'
- 'I appreciate the service very much'
- 'I have confidence I'm in very good hands'
- 'I don't get informed when carer's or visit times change'
- 'I find it hard to get to know the staff as the number of different carer's is a lot'
- 'Some very good, some can't get away quick enough and don't bother to pass the time of day. It's a long day when you don't see anyone, so it's nice when a staff member takes time to at least talk to you'
- 'You have some very good carer's they can't do enough for you. They are tops'
- 'I am hugely impressed by the professionalism and care in the service I receive'.

Self assessment

Self-assessments are no longer requested from this type of service. During the inspection we considered the provider's team plan which identified the developments and improvements the service was intending to make. Some of these had been completed.

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

The quality of care and support people experienced from the service was of a good standard which demonstrated the service had important strengths with some areas for improvement.

People should know who provides their care and support on a day to day basis and what they are expected to do. Feedback received from people who experienced support from the service told us they were not always aware of what staff member was coming into their home to provide them with support. Some people told us they had received support from staff members they had not met before. This meant that people were not fully able to build a trusting relationship with the person supporting and caring for them and at times this had made them feel uncomfortable. People should experience stability in their care and support from people who know their needs, choices and wishes, even if there are changes in the service. The managers and leaders of the service were asked to improve on consistency and communication to make sure that people were better informed when changes occurred. They should also consider how they can increase the stability in some people's care and support to offer them more consistency.

People told us:

- 'Until comparatively recent times, we have had a basic team of regular carers who know us and the routines. Strangers were the exceptions, however "strangers" have become common recently, which is difficult (not to mention time consuming) for both the carer and the service users. It has proved extremely stressful in the care of my wife'.
- 'Gets a bit confusing different carers entering the house as we are not informed beforehand'.
- 'Don't get informed when times have changed, lots of different social care assistants'.

The service had experienced vacancies and staff absences which had put the service under significant pressures to meet people's care and support needs. These pressures were beginning to reduce and the service had been proactively recruiting staff to help further. Due to this there had been a small number of cases whereby the service had not been able to provide care and support to people. The managers and leaders had informed us of these difficulties and they had decided to review how they planned people's care in an emergency. To date this work had not progressed as much as it should have, and the managers and leaders needed to increase the speed in making these necessary plans. This would ensure that people's care and support was provided in a safe way, including if there was an emergency or unexpected event. Staff members shared similar views and the

majority of staff raised consistency within their rota and how this was affecting people they supported. Staff wished consistency to improve as they felt this would improve the care and support they were able to offer.

People were mostly very satisfied with the service they received and told us that their carers were good. There were some differences within the carers, for example some people found some better than others, but people reported that they were all good in the same respect. People were confident that staff were trained, competent and skilled in their jobs and that the staff respected their homes. People told us:

- *'I am very satisfied with the service given to me, and the staff are very helpful. If I have a problem, I can get in touch with the lady in charge, she is very helpful to me'.*
- *'We appreciate the support carers give in the limited time available. They are a valuable help'.*
- *'Quite satisfied with my carers. I love my carers and look forward to them coming in'.*
- *'I love my carers and therefore between my family and my excellent care, I still love my life'.*

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The quality of the staffing theme was of a good standard which meant there were important strengths with some areas for improvement.

People needed to be assured and confident that staff who support and care for them have been appropriately and safely recruited. The service had embarked upon an extensive and creative recruitment campaign which meant they had recruited some new staff. Recruitment records were reviewed and there were some areas of improvement for the managers and leaders to take forward. The manager informed us at feedback that there would be better assurance checks put in place prior to staff members commencing work.

People could take confidence that staff were trained, competent and skilled. There was an extensive selection process which led into a comprehensive induction course, enabling new staff members to be prepared in a safe manner to commence shadow shifts with other staff. Existing staff who had been involved in taking new staff out on shadows felt the allocated shadow visits would benefit from some additional time to make sure the new staff member got the most out of the shadow period.

Once the staff member was fully up and running, it was expected that line managers would complete an assurance check on the staff's practical ability to fulfil their job role safely. It was noted that sometimes these checks did not gain assurance of the staff member's competency to give someone support with their medication and the managers and leaders of the service needed to improve this. On-going support for staff was improving and we had some discussions with the managers and leaders about how this could develop for

staff. Consideration could be given to how this could be better spread throughout the year. Training for staff was good and was mostly comprehensive. Some staff feedback to us that they had wanted some additional training on some health conditions, for instance multiple sclerosis. The provider continued to plan for staff conferences which would be staggered over a number of days to free up the majority of staff to attend.

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

Requirement 1

The service needed to review how they risk assessed individuals' care and support, in particular around the 'case specific safety check' template in use.

To do this the provider must ensure the document is completed in an individualised way which recognises the relevant risks associated to an individual, and generic statements not applicable are removed.

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 4 (1)(a) Welfare of users.

Timescale by 17 April 2018.

This requirement was made on 12 February 2018.

Action taken on previous requirement

The service had taken steps to address this requirement. The majority of people's case specific safety checks had been updated and there were plans to address any others. The completed documents we reviewed had demonstrated risk associated with the person.

Met - outwith timescales

Requirement 2

Staff are required to be offered regular formal support by their line manager in line with the provider's policy.

To do this the provider must ensure staff have on record the following:

- Two quality observations, followed by a formal supervision session per year
- One annual appraisal known locally as an ERDP.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulations 15 (b).

In making this requirement we considered the Scottish Social Services Council, Codes of Practice For Employers of Social Service Workers, 3.5.

Timescale by 17 May 2018.

This requirement was made on 12 February 2018.

Action taken on previous requirement

There had been significant changes within the management of the service and people newly appointed into roles were beginning to demonstrate that staff were being offered regular supervision. This will be an area which we shall consider at future inspections.

Met - outwith timescales

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

Previous recommendations

Recommendation 1

The service should identify within supported people's documentation when their visits are scheduled, identifying where appropriate their care window.

In making this recommendation we have considered The National Care Standards, Care at Home - Standard 3, Your personal plan.

This recommendation was made on 12 February 2018.

Action taken on previous recommendation

The service had taken steps to ensure that people's service plans detailed the care window they should expect their care to take place.

This recommendation has been met.

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
21 Dec 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
30 Nov 2016	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
3 Sep 2015	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
30 Jul 2014	Announced (short notice)	Care and support 3 - Adequate Environment Not assessed

Date	Type	Gradings	
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
24 Jul 2013	Unannounced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	2 - Weak
18 Sep 2012	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
22 Oct 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
19 Mar 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
8 Sep 2008	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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.