

Gibson Training and Care Limited Housing Support Service

Unit 12 & 14 Fife Renewable and Innovation Centre
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Telephone: 01333 429443

Type of inspection:

Unannounced

Completed on:

2 November 2018

Service provided by:

Gibson Training and Care Limited

Service provider number:

SP2008009798

Service no:

CS2008177611

About the service

Gibson Training and Care Limited (GT&C Ltd) is an agency offering a range of care services. The service is managed by the William Gibson Trust and is a development of Gibson Training. The service is registered to provide combined Housing Support and Care at Home services to service users in their own home within Fife.

A service information leaflet states that Gibson Care 'implement a holistic approach to care that meets the physical, psychological, social and spiritual needs of clients'.

The Care Inspectorate regulates care services in Scotland. This service registered with the Care Inspectorate on 1 April 2011. Information in relation to all care services is available on our website at www.careinspectorate.com.

What people told us

We issued 45 questionnaires to those that use the service and received 21 back. Of those returned seven 'strongly agreed' and 11 'agreed' that overall, they were happy with the quality of care and support provided by the service. Three people disagreed that their opinion was asked for about how the service could improve and two people did not think staff had enough time to carry out the agreed support and care. Four people did not know the services complaints procedure or that they could complain to the Care Inspectorate.

The many positive comments on the staff, management and the care provided was summed up with the comment from someone who uses the service, "Absolutely Brilliant!!...everyone that comes in this house, nothing they wouldn't do. No worries or concerns at all".

Self assessment

Every year all care services must complete a 'self-assessment' form telling us how their service is performing.

A self-assessment was not required to be completed at this inspection; however the service spoke about their goals and aspirations for the forthcoming year.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

We were told by those using the service that communication was good and any issues were dealt with promptly. They told us that domestic duties were to a high standard and staff had an approach that 'nothing was too much trouble'. The service had been more proactive in recording compliments and we saw from these the

extent that the service and staff were appreciated. The commitment and passion that staff displayed for their work impressed people.

We would expect to see that people were consulted and their chosen outcomes clearly documented, we found records and plans included this degree of detail.

The service had introduced a new person-centred information sheet which included optional detail such as 'I used to work as a....' and 'things I like and enjoy to talk about'. This helps staff engage with those they support and gives topics for meaningful conversations.

We saw that records and plans were in an accessible and clear format. This was evidenced by noting that issues recorded in communication sheets were addressed through the review process. This shows us that staff listen to what is important and ensure that it is recorded and actioned. We saw that records held within the office showed that reviews generally happened within the legislative timescales unless there was an unavoidable reason for delay.

We would expect those using the service to have the same staff attending to support rather than having people that were unfamiliar. Those supported by the service told us that staff were generally consistent in attendance except over holidays or unavoidable absence.

All staff told us that they found management to be approachable and accessible and they were confident that they could phone them with issues requiring their authority or simply for advice.

We would expect staff to have regular meetings with management and we saw that these were held on a quarterly basis, discussing such items as policies, training, registration and uniform.

We saw that had been a newsletter produced a few times throughout the year which held good information for service users and we saw issues from February and May. Information included updates on the move to new premises, fundraising and the impact of new data protection legislation.

We would expect there to be safe recruitment processes in accordance with care standards and codes of practice and we found that this service had good recruitment practice, and staff files reflected this. There was also evidence and records of a good induction, and a thorough probationary period, and we liked that new staff could give feedback on how they had found the first few weeks.

What the service could do better

Although the service was aware that 'time' and 'consistency' remained an issue for some of those supported by the service there was little they could do to improve this in relation to staff absence or vacancies. We reminded the service to contact the service user at the earliest opportunity to inform them of a change of time or personnel.

We found that reviews were recorded and detailed in files held at the office, but this was not always reflected in the files held at the home address of those supported.

We thought that site visits, conducted by the service, gave a good overview of care and support required but we found that these could do with further description to be clearer. We also found the guide that had been produced for people new to the service required updating to reflect new health and social care standards, procedures and legislation.

From our observations and from records we could see that the main function of staff meetings was to give information and we thought it would be beneficial for staff, and the service, if these could be more discursive. We suggested leadership opportunities and professional discussion as points for consideration.

Equally, we suggested that the service give consideration to the possibility of more involvement from staff and those supported by the service in producing the service newsletter.

We thought the policy on supervision and appraisal needed reviewing. We thought this should be more closely linked to registration and post-registration training requirements.

We would expect to see that those supported by the service are involved in the recruitment process in accordance with care standards, but we could see little evidence of this. We suggested to the manager that they make every effort to include those supported as part of the recruitment of new staff. They may also wish to consider if there are opportunities to include those supported in other areas of the service such as training, supervision and appraisal. As much as this is good practice, it also opens an avenue for feedback from which to celebrate and/or improve.

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	
9 Nov 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed

Date	Type	Gradings
30 Jan 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
28 Jan 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
9 Jan 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
9 Jan 2014	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
15 Jan 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
14 Jul 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
5 Nov 2009	Announced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

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