

Flexible Respite Support Service

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Telephone: 01896 757007

Type of inspection:
Unannounced

Completed on:
2 November 2018

Service provided by:
Flexible Respite Ltd

Service provider number:
SP2014012350

Service no:
CS2014330598

About the service

Flexible Respite registered with the Care Inspectorate on 12 October 2015.

Flexible Respite provides independent social support to adults and older people and short-term relief for caregivers across the Scottish Borders. The service operates from an office base in Tweedbank near Galashiels. It is registered as a care at home support service.

The provider's description of the service states:

"With us you can be assured of a quality, cost-effective and professional service, offering the assistance and time you need with the dignity and respect you deserve.

We will provide someone reliable and professional to support you throughout the day with social care, light domestic chores and where appropriate assistance with individual personal needs.

If you or a relative cares for an elderly relative and would benefit from respite and quality time to your / themselves our service would stay in the home or go out to support your loved one".

What people told us

We sent care standard questionnaires to 25 people experiencing care provided by Flexible Respite and received 17 completed questionnaires back. Some were completed by clients and others by a friend/relative/advocate on behalf of someone who uses this service. In response to the question "Overall, I am happy with the quality of the care and support this service gives me" 14 strongly agreed and three agreed.

People completing the questionnaires were very happy with the continuity of staff, who they described as being professional and caring. People were reassured that the service was able to provide additional support when needed. Comments given in the questionnaires included:

"Highly professional"

"The carer selected for my mother gets through to her exceptionally well"

"The input of Flexible Respite has had a very positive impact"

"I could not have asked for better care for my mother"

"We have been very well supported"

"Exceptional service and standard of care delivered"

"Flexible Respite provide a very caring and efficient service. The care manager and support staff are quick to respond to any requests and are very accommodating and efficient and treat dad with great care and respect"

"We feel that this is a very professional and well run service"

"X (names the manager) keeps in touch regularly, carrying out timely reviews and always responds promptly, dealing efficiently with any last minute changes"

"This service provides me with peace of mind."

One relative, who had completed a questionnaire, gave some suggestions regarding communication arrangements for when the manager was on holiday. We spoke with this relative to obtain further information which, with the agreement of the relative, was shared with the management team who demonstrated that they were very willing to act on feedback received.

We accompanied support workers on their care visits which enabled us to meet with three people experiencing care from this service and two relatives. People were very complimentary about individual care staff and felt that the service was well managed. Their comments included:

"Excellent service"

"X (names their support worker) is very helpful"

"The staff are all very, very good"

"Very happy with the support they give me".

Self assessment

We are not requesting self assessments from providers for this inspection year. Issues relating to quality assurance and acting on feedback from people using the service were considered throughout the inspection.

From 1 April 2018 the new Health and Social Care Standards have replaced the previous National Care Standards. These standards seek to provide better outcomes for people who experience care. Services must now take account of the new standards, and should work with staff and the people they support to implement these effectively.

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	5 - Very Good

What the service does well

The quality of care and support people experienced from the service and the quality of management were both of a very good standard and demonstrated major strengths in supporting positive outcomes for people.

The feedback received from people using the service and their relatives/carers about the quality of care and support was very positive. It demonstrated that people experienced high quality care and support that was right for them.

There was consistency in the staff provided to clients, with the manager ensuring appropriate matching of staff to best meet the needs of clients. People were kept informed of which staff would be supporting them. This meant that people had confidence in the staff who supported them.

When we shadowed staff providing support we observed that they worked with empathy and respect. It was evident that they knew the supported people well and communicated effectively with them. This contributed to promoting good outcomes for the people they cared for.

New staff had been recruited in a safe and robust manner. Staff practice was supported by appropriate training, formal supervision, monitoring of practice, meetings and regular contact with the manager.

Folders we saw in clients' homes had the provider's contact details on the front and contained a copy of the provider's complaints policy. This meant that people knew how to contact the service or raise a concern.

Clients and relatives/carers told us that the manager was approachable and they felt listened to. Staff also said that the manager was always available for support and listened to their views.

Thorough assessments and regular reviews ensured people received the right support at the right time. The service demonstrated flexibility in adapting to meet changes in support needs.

Informal "get togethers" and the use of surveys were also used to seek feedback about the service being provided. The service was seen to respond to the feedback it received.

The service had met the two recommendations made at the previous inspection. This resulted in a more robust induction process and the development of their policies and procedures.

The service was aware of the requirement for care at home staff to register with the Scottish Social Services Council (SSSC) within identified timescales. They had been proactive in supporting staff to achieve registration within these timescales.

What the service could do better

Staff were fully informed of clients' support needs through an introductory visit, the use of a prior assessment by the manager and completion of a "Getting to know me" document (a useful document recording a person's needs, likes and dislikes, personal preferences and background). This information should be used to develop the recording of the individual's personal plan to inform on all aspects of the care and support (**see recommendation 1**).

Daily recording sheets were routinely checked at spot check visits and when returned to the office. We suggested that the manager dates and signs these sheets when checks are completed to confirm this has been done. This will be particularly relevant as the service grows and other senior staff become involved in this auditing.

Staff were to be reminded to ensure that two signatures are obtained on the Financial Transaction forms when used, as per the service's Finance Policy.

We made some suggestions about the storage of information within staff files to make information easier to find and to remove unnecessary information.

We will look at progress of these areas for development at our next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider must ensure that personal plans identify all risks, health, welfare and safety needs and document how needs are to be met.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS 1.15) which state that "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".

Complaints

There have been no complaints upheld since the service registered.

Inspection and grading history

Date	Type	Gradings
13 Oct 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
6 Sep 2016	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

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