

Clyde Carers Community Services Support Service

7 Main Street
Largs
KA30 8AA

Telephone: 01475 689012

Type of inspection:

Unannounced

Completed on:

21 November 2018

Service provided by:

Avondale Associates Ltd

Service provider number:

SP2004004428

Service no:

CS2004073927

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

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Clyde Carers is a small provider of care at home services. The office is based in Largs. At the time of the inspection there were 13 service users. This comprised of three 24 hour live in care packages and a further three individuals who required care at home support. The remaining clients required various levels of companionship and support with housework and shopping.

Conditions of registration include:

The service will be provided to adults in their own homes. Staff support will be available to service users over a 24 hour period, based on the assessed needs of the service users. The service will be provided to people living nationwide.

The service will notify service users of the conditions of registration, the name of the registered service and the Care Inspectorate contact details. The service will inform the service users of staffing arrangements, on-call arrangements and any changes to these arrangements.

The service aims to provide person-centred care at home, meeting the needs and wishes of service users to maximise their independence and maintain their physical and emotional health and wellbeing.

What people told us

We obtained the views of six people who use or have an interest in Clyde Carers service. Overall, individuals reported satisfaction with the continuity of care and found the service to be reliable and carers punctual. One individual felt that recording of visits and monitoring arrangements could be better, however, was happy with the service.

Self assessment

A self-assessment was not requested.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

Clyde Carers is a small care company where people who use the service benefit from a personal degree of engagement. People who used the service could be confident of a reliable service and continuity of support with consistent staff working with people and getting to know them well. Terms of engagement were confirmed by letter to ensure people were clear about the level of service they were getting. Changes to support arrangements were communicated ensuring people knew who would be delivering their support and when.

Individuals who use care services can expect a plan of care. The service provided a small number of 24 hour care packages where assessment and care planning documentation was in place to direct staff on the individuals needs, wishes and choices. Detailed notes were recorded of the individuals wellbeing and presentation. The manager reviewed and updated this information. We gave advice on some aspects of the documentation that were unnecessary, particularly nursing related care records as the service did not provide nursing care. In contrast, record keeping was lacking in the smaller care packages where staff were not expected to maintain records of any support, unless initiated by family members. The management accepted the need to introduce a proportionate level of documentation in accordance with the level of support provided and during the course of the inspection began to introduce this. These care packages were not formally reviewed every six months as we would expect (see recommendation 1 and 2).

It is important that those who use services have confidence that interventions are delivered in a safe and effective way. We found the medication records used by the service did not comply with best practice. These were being revised at the time of the inspection. The provider is directed to the Guidance developed on the Care Inspectorate Hub for reference. We were concerned about the potential lack of empathy and consideration shown to an individual who was experiencing distress. We would expect this to be followed up by management as part of the services quality assurance processes. We have made a requirement about this in the management section of this report and reflected this in a recommendation, within the staffing section of this report, to ensure that staff are provided with appropriate support.

In order to safeguard vulnerable individuals the recording and management of accidents and incidents required improvement in accordance with the services own policy. Similarly the provider must improve the recording and reporting process around allegations of abuse in accordance with local area Adult Support and Protection guidelines. We have made further reference to this in the management section of this report.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To support a consistent approach to care delivery the service provider should develop personal plans for all individuals in receipt of care, ensuring that interventions detailed are specific in nature and linked to the individuals wishes and preferences.

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

2. To ensure that support packages meet the needs of people who use the service a review of support arrangements must be completed on a six monthly basis.

This is to ensure that the care and support is consistent with the Health and Social Care Standards which state: My views will always be sought and my choices respected, including when I have reduced capacity to fully make decisions (HSCS 2.211)

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Staff we spoke with were knowledgeable of the needs and preferences of the individuals they support. This helped to ensure their needs were met. Positive comments were made about the staff.

People who experience care should have confidence that the staff have been appropriately and safely recruited. Aspects of recruitment could be improved. We found an occasion where the recruitment process did not comply with best practice guidance (Safer recruitment through better recruitment), in regard to requesting an employee reference from the applicants most recent employer. This was corrected during the inspection. Checks with the Scottish Social Services Council (SSSC) professional register should be completed when recruiting care staff (see recommendation 1).

Individuals should expect that staff are well trained, competent and skilled. To promote safety and wellbeing the induction process should be improved to demonstrate understanding and competency in key aspects of the role, prior to working independently with people who experience care. We have repeated a recommendation about this (see recommendation 2). Training records indicated that most staff had taken part in core areas of training, including moving and assisting, dementia care, adult protection, infection control, food hygiene.

We spoke with a staff member who felt well supported by the manager. However, staff development processes required to be improved and formalised to ensure that staff had the skills and knowledge required for the role. Staff development may be improved by including the opportunity for staff to reflect on their work and consider how their learning could influence their work practice to support positive outcomes for individuals they support. A regular programme of one-to-one supervision should be established. The outcome of one-to-one supervisions and appraisals should be used to inform a training plan. The SSSC supervision learning resource may support development in this area. The management had completed some informal observed practice. This should be formalised and used to inform the supervision process (see recommendation 3).

To safeguard people who use services and comply with the legal requirement of employers of social care workers the provider must ensure staff are appropriately registered with the Scottish Social Services Council. The provider should establish a system to monitor staff registration with the Scottish Social Services Council and develop a training plan to support staff to attain the required qualification (see recommendation 4).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 4

1. The service provider must ensure their recruitment processes are safe and effective. This should include, but is not, limited to, effective suitability assessment of prospective staff through obtaining appropriate references and checking the SSSC register.

This is to ensure that staffing is consistent with the Health and Social Care Standards which state that: I am confident that people who support and care for me have been appropriately and safely recruited (HSCS4.24)

2. The induction process should include evidence of observed practice and confirmation of competency related to the staff members's role.

This is to ensure that staffing is consistent with the Health and Social Care Standards which state that: I have confidence in people because they are, competent and skilled, are able to reflect on their practice and follow their organisational codes (HSCS 3.14)

3. The service provider should improve staff development processes to fully demonstrate how staff are supported with their ongoing learning, development and practice. This should take account of formal one-to-one supervision and appraisals and promoting reflective practice,

This is to ensure that staffing is consistent with the Health and Social Care Standards which state that: I have confidence in people because they are, competent and skilled, are able to reflect on their practice and follow their organisational codes. (HSCS 3.14)

4. To safeguard people who use services and comply with the legal requirement of employers of social care workers the provider must ensure their staff are appropriately registered, with the Scottish Social Services Council (SSSC) within the required timeframe.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes (HSCS 3.14) and to comply with: Regulation 15(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

Clyde Carers is a small care at home service covering a large geographical area. Management arrangements have changed since the last inspection with the provider carrying out the role of the day-to-day management.

The manager and care coordinator had an open door policy and the office was accessible during office hours for anyone to visit, there was an out-of-hours on call service to provide support to people who use the service and staff. We heard that the management were responsive to issues raised. It was clear that the management placed great importance on providing a reliable service in accordance with people's expressed wishes.

Effective quality assurance systems contribute to a culture of improvement and improved outcomes for people who use care services. People who experience care should be encouraged to give regular feedback on their experience. We have seen some evidence of how individuals feedback influenced changes in their packages of care. This has helped in promoting ongoing satisfaction with the service provided. However, this was not consistent across the service. Outwith the live in care packages the service was reliant on individuals using the service to contact management with any issues. We have repeated a previous recommendation relating to the need to formalise quality assurance systems proportionate to the range of support packages provided and the statutory requirement to conduct formal care reviews (see recommendation 1).

Individuals who use care services should be confident that they are protected from harm, neglect, abuse bullying and exploitation. To ensure individuals are protected, services are required to notify the Care Inspectorate and other authorities of certain accidents and incidents. We were concerned to note that appropriate notifications and referrals had not been made in accordance with the Adult Protection local area reporting guidelines (see requirement 1).

We were concerned about the lack of adherence to the policy in terms of recording of accidents and incidents. To create a reflective culture, consider lessons learned and support the staff team to make better decisions in the future the manager should improve the recording and follow up of accidents and incidents (see recommendation 2).

The provider should produce a service improvement plan that shows how they plan to develop the service and address the issues highlighted during this inspection (see recommendation 3).

We have made a number of recommendations in the staffing section of this report. These relate to ensuring that staff are safe to practice by improving the recruitment, induction and staff development systems and ensuring that staff have taken appropriate action to register with the SSSC within the required timeframe. These require a management response and have contributed to the grade awarded for the management and leadership theme.

Requirements

Number of requirements: 1

1. To ensure that people who use services are protected from harm, the provider should by 31 December 2018, ensure that the Care Inspectorate and other agencies are informed of accidents, incidents and allegations in accordance with the local area Adult protection guidelines and the Care Inspectorate Guidance document "Records that all services (except childminding) must keep and guidance on notification reporting".

This is to ensure that Care and Support is consistent with the Health and Social Care Standards which state: I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities." (HSC 3.20) and to comply with: Regulation 4 - Welfare of users of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Recommendations

Number of recommendations: 3

1. To ensure that care practices are safe and effective and promote a culture of improvement the service provider should develop their quality assurance systems proportionate to the range of care packages provided.

This is to ensure that Care and Support is consistent with the Health and Social Care Standards which state: I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19)

2. The manager should ensure that accident and incident recording is improved and any appropriate follow up is completed.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: I use a service that is well led and well-managed. (HSCS4.23)

3. To progress improvements within the service the manager should produce an improvement plan.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: I use a service that is well led and well-managed. (HSCS4.23)

Grade: 2 - weak

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

Recommendation 1

The provider should include evidence of observed practice and confirmation of competency related to the staff member's role in the induction process.

National Care Standards, support services – Standard 2: Management and staffing arrangements.

This recommendation was made on 7 November 2017.

Action taken on previous recommendation

This recommendation is: not met and therefore, re-stated.

Recommendation 2

To ensure positive outcomes for service users the manager should develop a robust quality assurance policy proportionate to the range of care packages provided.

National Care Standards, support services, care at home – Standard 4: Management and staffing.

This recommendation was made on 7 November 2017.

Action taken on previous recommendation

This recommendation is: not met and therefore re-stated.

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
25 Sep 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
20 Jan 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 2 - Weak Management and leadership Not assessed

Date	Type	Gradings	
1 Oct 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
5 Aug 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
6 Aug 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
17 Jan 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
23 Jan 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate Not assessed
25 Jan 2011	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
10 Dec 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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