

Allander Housing Support Service Housing Support Service

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Telephone: 0141 942 1001

Type of inspection:

Unannounced

Completed on:

31 October 2018

Service provided by:

Allander Homecare Ltd

Service provider number:

SP2009010300

Service no:

CS2009217062

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com.

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

The service is small, independently owned and provides services to people living in the East Dunbartonshire and West Dunbartonshire Council areas. It helps people remain in their own homes by providing a range of supports including personal care, practical assistance, befriending and respite for family carers.

The aims of Allander Homecare are:

- to improve or maintain the lives of people who use our services
- to ensure the health, safety and welfare of our service users and staff alike
- to promote their health and wellbeing
- to listen and be reactive to views
- to be transparent
- to measure our performance so that we can take action to improve our service.

What people told us

At the time of our inspection the service supported around 200 people. We visited eight people in their homes and also spoke to five family members. Twenty-nine people responded to our postal survey.

People had varied views on the support they received. People were satisfied when their support was dependable and delivered by staff they knew. They were less satisfied if the service was subject to change, for instance when regular staff were not available or left the service.

We received the following comments:

'I am very happy with the service provided from Allander Home Care.'

'Overall happy with the service.'

'My mother has carers four times a day. They are amazing, particularly her two regular carers.'

'The overall care is good and bad. The carers are often rushed.'

Self assessment

The Care Inspectorate has not requested a self-assessment in this inspection year.

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	not assessed

What the service does well

We saw staff were patient with people and offered them choices about what they want support with. During our inspection it was clear that staff were committed to their work and felt they were making a positive difference to people's lives. People told us that staff were friendly, respectful and helpful. One person commented:

'I am very grateful for the care and consideration shown by my girls.'

Another person told us about problems she had with essential equipment which resulted in her relying on the service more than usual. She told us that the service responded very positively and staff were very supportive. For example, staff visited at different times and provided different kinds of supports. By taking a flexible approach the service ensured the person achieved a positive outcome in a difficult situation.

Staff were prepared for their role and could access support and guidance when required. Staff should be appropriately trained and supported in their work to ensure people who use the service can be confident about the care they receive. We saw that all staff received training in areas including moving and assisting people and managing medication. The service had systems in place to ensure training was always up to date. Refresher courses were provided on a regular basis. Staff told us that their managers were approachable and available to provide advice and support.

The service followed good practice when recruiting new staff. This included confirming applicants' background and ensuring all checks were carried out. This approach to recruitment was an important way to keep people safe.

The service was making good use of technology to improve communications between staff and management. They used an application (app) that provided important information quickly. This meant that people could have their supports adjusted to take account of any changing needs.

The service was committed to improving outcomes for people. To become more efficient, they recently created additional team leader posts and an operations manager post. Once fully established these posts will provide more support and supervision to staff, and ensure regular reviews for people supported by the service.

What the service could do better

Our previous inspection noted concern that the service was not providing a level of service that would keep people safe and meet their needs. We made a requirement that the service must demonstrate visits happen when scheduled and for the appropriate amount of time. During this inspection we found that things had not improved. The service did not provide reliable, consistent support to all of the people who use the service, at all times. People told us that when regular staff were not available the quality of their care was reduced. One person said:

'My regular carer is so good, it shows up the difficulties which occur when she is on leave.'

A family member said:

'The care package works well as long as the two regular carers are available. When they are ill or on holiday there have been problems with prompting medication.'

Some people told us that they often did not know what staff would visit and at what time. It was clear from the records we read that times of visits varied greatly. People told us staff sometimes did not have enough time to spend with them:

'On occasion when staff are under pressure, I feel I am being rushed.'

'The overall care is good and bad. The carers are often rushed.'

People also told us that the intervals between visits did not always meet their needs. Intervals between visits could be too short, less than an hour or too long, as much as 14 hours for someone requiring late night and early morning support. This approach had serious implications for people who require support with medication at regular intervals or people who need support with personal care.

People told us they had raised these issues with the service repeatedly. The lack of improvement indicates that the service has not listened to them in a meaningful way. This results in people not being recognised as full partners in discussions and planning of services important to them.

The lack of organisation around support visits leads to a reduction in the quality of care and support. We make a requirement to improve how people experience support visits from staff, in particular around consistency of times and duration of time staff spend with people. See Requirement 1.

Since our last inspection the service had introduced a system of regular reviews. This ensures that the support provided continues to meet the needs of the individual and changes are made when appropriate. We will review the progress of the review system at our next inspection.

The service did not provide staff supervision on a regular basis although this is a helpful way to ensure staff know how to support people and achieve positive outcomes. Supervision is also an important way to provide staff and managers with time to discuss training or development opportunities. See Recommendation 1.

The service was good at recruiting staff but acknowledged it had difficulty in retaining staff. The service told us that this contributed to some of the concerns raised by people who use the service in this report. They intend to

look at ways of improving retention of staff. The service should regard this as an important area for improvement.

Requirements

Number of requirements: 1

1. To ensure that people receive the care and support they need, the provider must have in place an effective quality assurance system by 31 March 2019. The quality assurance system must ensure:

- support visits take place at times agreed between the service and the people they support;
- the duration of support visits is in accordance with wishes, assessed needs and people's planned support.

In addition, the quality assurance system must monitor compliance with agreed times and durations. This must also include information about late and missed visits. The information should be used to develop an improvement strategy.

This is to ensure care and support is consistent with the Health and Social Care Standards which state 'I experience stability in my care and support from people who need my needs, choices and wishes, even if there are changes in the service or organisation.' (HSCS 4.15) and 'I am supported and cared for by people I know so that I experience consistency and continuity.' (HSCS 4.16).

It also complies with Regulation 4(1) (a) (Welfare of users.) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Recommendations

Number of recommendations: 1

1. The provider should develop and implement regular systems of staff supervision. A policy should be put in place which includes information about the frequency of supervision. The schedule, discussions and decisions should be clearly recorded.

This ensures care and support is consistent with the Health and Social Care Standards which state, '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.

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
24 Jan 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
1 Mar 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
11 Mar 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
6 Feb 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
26 Mar 2014	Announced (short notice)	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
11 Dec 2013	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 2 - Weak
16 Apr 2013	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 4 - Good Management and leadership 2 - Weak
30 Apr 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
29 Nov 2011	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
27 Jun 2011	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
11 Oct 2010	Announced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	2 - Weak

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