

Confident Care Limited Housing Support Service

Flat 1G
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Moss Road
Kilmacolm
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Telephone: 01505 874 069

Type of inspection:

Unannounced

Completed on:

23 November 2018

Service provided by:

Confident Care Limited

Service provider number:

SP2005007503

Service no:

CS2005104097

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 in April 2011.

Confident Care is an independent service that offers a combined housing support and care at home service to adults and older people living in their own homes. The company office is located in Kilmacolm, and services are currently provided throughout Kilmacolm and the surrounding area.

The service aims and objectives state:

"Confident Care is working to overcome social and personal disadvantage, inspire optimism and offer choice to adults in need of support. To provide a safe, secure and caring environment and to safeguard the rights and interests of people."

At the time of the inspection, 53 people were using the service.

What people told us

Prior to visiting the service, we sent 20 Care Inspectorate questionnaires to people using the service and their relatives, 14 of which were returned completed. During the inspection we spoke with five people using the service and five relatives. Some of the comments we received include:

"All the staff who visit us are very caring and competent, always willing to help in any way. We cannot adequately thank the staff of Confident Care enough for everything they do for us."

"The carers who come are all very good. The only fault is from the office, they change the time the carers come sometimes without letting you know. But all in, the service is very good."

"My mother is treated with respect and enjoys the carers visits to her. The carers are cheerful, helpful and show care and concern. They, at times, could be given more time to spend with my mother. It is important to me and my mother that she has the same carers visiting for continuity."

"This service offers high quality care. All staff are respectful and friendly when giving myself individual care. They ask on a regular basis if there is any way to improve their service. Excellent care service."

"Due to staff shortage and turnaround it is difficult for continuity of care."

Self assessment

The service was not asked to complete a self-assessment prior to the inspection.

From this inspection we graded this service as:

Quality of care and support	4 – Good
Quality of staffing	not assessed
Quality of management and leadership	3 – Adequate

What the service does well

People experienced good care and support that enabled them to live as independently as possible in their own homes. Most people were very happy with the service they received from Confident Care. One person told us: "they actually care." Additional comments included: "very impressed with the quality of this very efficient service received from Confident Care" and "all very nice girls."

We observed staff providing compassionate care and support to people. For example, the service had recently started using the support tool 'This is me'. This document enabled staff supporting people living with dementia to record their needs and preferences in a more personalised way. This helped reduce distress for people, and ensured they felt listened to and respected.

The service had established strong links with local agencies, working in partnership to ensure people benefited from coordinated care and support. One person spoke positively of the good communication between their GP, district nurses and care staff that ensured continuity of care. Another example saw staff liaising with Occupational Therapy to access appropriate aids to assist a person to move around their home independently. This collaborative approach enabled staff to deliver tailored support to meet individualised need and achieve improved health outcomes.

People's views were sought regarding staff recruitment. For example, a questionnaire was used to explore people's opinions on what aspects they felt were important in potential staff. This encouraged people to have a say in who provided their care, promoting their inclusion in service development.

Regular reviews took place, providing an opportunity to evaluate how well people's support was working. People knew who to contact if they had any questions or concerns about their care, which helped foster people's views of a responsive service.

What the service could do better

Reduced continuity of staff and changes to people's support times without notification were some of the less favourable comments we received. It was unclear how these aspects were quality assured or how people's feedback was sought. Existing quality assurance processes would benefit from further development to provide clear evidence of how people's views influenced change and led to service improvement.

A more robust recruitment procedure would ensure staff have the right skills and values to improve outcomes for people. Sampled recruitment records highlighted that essential checks, including employment history, interview

questions and references could be more complete. Records should demonstrate how the service has followed safer recruitment processes.

To ensure people could be confident that staff were registered with the appropriate professional body, a system should be in place to monitor this. Not all staff were registered as required with the Scottish Social Services Council (SSSC). The service need to develop a robust monitoring system to ensure staff are registered and maintain their registration (see recommendation 1).

More detailed care plans and review minutes would better demonstrate how people were involved in assessing and determining their care and support. Sampled plans contained limited information. Review minutes lacked detail and did not clearly show how people were involved in reviewing their care. Care plans and review minutes should be outcome focussed and reflect people's wishes, choices and strengths in order to protect and promote their independence and wellbeing (see recommendation 2).

Risk assessments should be completed and reviewed regularly to minimise potential risks to people and staff, ensuring their safety and wellbeing. These were not always undertaken when required. For example, where a care plan identified risks, we did not always find an assessment to address these (see recommendation 2).

To ensure the service provides high quality care based on good practice, the training matrix should be further developed. Some staff had not received up-to-date medication training. We also noticed that not all staff working with people living with dementia had completed appropriate training (see recommendation 3). Further development of the service's training matrix would provide a more comprehensive overview of training needs, ensuring timely identification of any gaps.

It was identified at the last inspection that an operational development plan would be beneficial in driving service improvement. This would assist the manager to identify and prioritise areas for development, ensuring people benefit from a culture of continuous improvement.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The manager should develop a robust monitoring system to ensure all staff required to be registered with the SSSC have achieved registration within the relevant timescales. This ensures care and support is consistent with the Health and Social Care Standards (HSCS) 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).

I use a service and organisation that are well led and managed (HSCS 4.23).

2. Care plans, reviews and individual risk assessments should be developed in a person centred and outcome focussed way. Risk assessments should identify and minimise any potential risks for people. This ensures care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change (HSCS 1.12).

I am fully involved in developing and reviewing my personal plan, which is always available to me (HSCS 2.17).

I make informed choices and decisions about the risks I take in my daily life and am encouraged to take positive risks, which enhance the quality of my life (HSCS 2.24).

I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty (HSCS 3.19).

3. All staff working with people with dementia should complete the 'Dementia Skilled Practice Level' of Promoting Excellence: A framework for all health and social services staff working with people with dementia, their families and carers. This ensures care and support is consistent with the Health and Social Care Standards (HSCS) 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).

I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11).

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
26 Sep 2017	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 4 - Good
19 Jul 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 4 - Good 4 - Good
24 Jul 2015	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 4 - Good 3 - Adequate
15 May 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
29 May 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
21 Jun 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
22 Oct 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
5 Mar 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
3 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 4 - Good 3 - Adequate

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