

Ayrshire Care Solutions Housing Support Service

27 McClymont Court
Cumnock
KA18 1TH

Telephone: 01290 425854

Type of inspection:

Unannounced

Completed on:

30 November 2018

Service provided by:

Ayrshire Care Solutions an association

Service provider number:

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Service no:

CS2012312475

About the service

Ayrshire Care Solutions is a registered Care at home and housing support service based in the Ayrshire village of Cumnock. The service is registered with the Care Inspectorate; To provide a support service for adults and older people with learning difficulties and/or physical or special needs difficulties in their own homes or the wider community.

The service have a main office in a flat on the ground floor at McClymont Court, Cumnock. A number of people who receive support have individual tenancies within this block of flats. This helps to provide easy access to support from the service and management, as well as improving the overall environment and make this a more suitable place to support vulnerable adults. We saw that this had made positive changes within this local community.

There is currently a programme of refurbishment and upgrading of the blocks of flats at McClymont Court, which will further enhance and improve the environment for the people who live there.

The service currently support around 60 people within the wider community and employ around 64 staff in various positions throughout the service.

What people told us

Overall, we received very positive feedback from everyone we spoke to during this inspection process including comments and responses in returned questionnaires. People who received support were happy and comfortable with their support staff and relatives mentioned the consistency and quality of the staff teams including the support from senior support staff as excellent.

We reviewed the responses and comments in returned questionnaires from people who receive a service and relatives, some added written comments including,

"The service is provided in a professional manner but always with my needs at the forefront of any actions."

"My relative has three support workers we have great working relationship with them. They support and encourage my relative to have a fulfilling and happy lifestyle engaging in activities appropriate for his age and ability. The senior support worker is exceptional in his care and support. He gives 100% at all times and is a firm believer in person centred care. He is always on the lookout for things to do opportunities for my relative. We are very fortunate in having such a dedicated team for our relative."

"The quality is very, very good and the staff are very good indeed."

"As long as I have the same staff everything is okay."

We spoke to several relatives by telephone and received the following statements during these discussions.

"Very happy with the service they are excellent, always able to contact them if anything but nothing has been any bother, very consistent staff team very good."

"Very, very happy they go over and above dealing with difficult and challenging behaviours due to relative with Alzheimer's. Staff were excellent and helped support the family through some very difficult times, they give us a lifeline."

"Very happy, the staff are consistent and the boys are great with my relative helping and supporting them. The senior is very good, he goes out his way and has the best interest of my relative at heart I cannot thank them enough for the support they have given us."

"I consider us to be so lucky to have them the staff are excellent always helping out and going that extra mile nothing is any bother to them, they make such a difference to our lives."

Self assessment

We did not request a self assessment at this inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	3 - Adequate

What the service does well

Overall, we found Ayrshire Care Solutions continues to provide a very good standard of care and support to the people they support in the community. We continue to receive very positive comments from people who use the service and their relatives about the very good standards of care and support provided by the staff. We also heard several comments from people we spoke to during this inspection about the support staff going that extra mile to ensure the individuals were looked after properly.

Relatives spoke about the very good levels of consistency of care staff which helped to build up positive, supportive relationships based on trust and respect. We witnessed very good engagement and interactions during our visits and saw that people were happy and relaxed in the company of the staff, seniors and management of the service.

We heard the service provided good levels of communication and they could be relied on and contacted at anytime. This ensured that people who use the service and their relatives could feel confident in the service and they could contact them at anytime for help and assistance. This was consistent with the positive feedback we received from people we spoke to during this inspection.

We reviewed the care and support plan documentation; we saw that the service had implemented information from the individual's initial assessments and referral forms. The staff then added to this information by including the person and their relatives if appropriate to build up a picture of the person's support needs. There was evidence of communication with relevant social workers regarding the identified programme of support, including on going support plan including evaluations and reviews.

We found a very good ethos and culture of support evident within the staff teams and heard many comments from people who use the service and their relatives about the staff team and management going that extra mile to provide support to them.

Staff we met demonstrated good understanding of their roles and responsibilities and were positive about working for the service and supporting vulnerable people in the community.

The management of the service continues to demonstrate an ethos of person centred focus on delivering and supporting people in the community.

We saw some good examples of leadership from seniors in supporting people who use the service and their families. We continue to receive very good feedback from people who use the service and their families about the very good support that is provided to them, this gives people confidence and reassurance about the values and principles of the management of the service.

We noted some issues in relation to the on going support and supervision of the staff teams this should have been picked up by the management under their quality assurance checks. We have made a recommendation regarding the updating of supervisions within the service and the quality assurance systems. (See Recommendation 1)

What the service could do better

During this inspection process, we found evidence of some good practices and principles of person centred care in action. However there were elements that could be developed and improved, for example the care staff had not properly completed some of the documentation relating to recording medication, (see Requirement 1).

We also noted that comments from some staff in their returned questionnaires that supervisions needed to be updated and others felt they were not asked how their fro their views and opinions on how the service could improve. The management of the service need to involve the staff in the developments and improvements within the service. This could be in the form of team meetings, forums or short life working groups to look at various aspects of the service. Provide ways of communication through ideas suggestions and other survey style questionnaires about their levels of satisfaction and experience of the service and encourage and foster and ethos of involvement and participation in the developments within the service. This should include on going supervision and support sessions, regular feedback opportunities for the staff to inform and share their ideas, suggestions and comments on how the service can improve and develop. (See Recommendation 1)

We saw some evidence that the management of the service had implemented elements of quality assurance such as satisfaction surveys for people who receive care and their relatives. The management need to implement and upgrade their quality assurance procedures to ensure that these cover areas such as; medication administration and record keeping, care and support planning documentation, staff records, recruitment, appraisals and support and supervision. This should also include notifications, review of accidents and incidents within the service. We would like to see more evidence of how the data and information gleamed from such quality assurance activities has been used and responded to in terms of informing and implementing changes within the service. (See Recommendation 2)

Requirements

Number of requirements: 1

1. As a result of an investigation into complaint activity and evidenced during this inspection we noted that the systems and procedures for completing documentation relating to the recording and administration of controlled drugs was not adequately completed by the staff providing this support.

We noted that although there were appropriate policies and procedures in place in terms of documentation for recording these activities. We found inconsistencies and inaccurate recording by the care staff and the seniors and management had not picked this up through quality assurance checks.

We have therefore made a requirement that staff that have the responsibility to administer prescribed medications consistently and accurately complete all medication recordings. We advised the management to review their quality assurance systems to ensure that such gaps are promptly identified and addressed through training, supervision and competency assessments.

The following should also apply,

The provider of the care service shall:

- a) ensure that any medication administered is given with the appropriate consent and documentation in place, including details of how each medication has to be given.
- b) ensure there is a review of MAR charts to remove items no longer prescribed, used or needed.
- c) ensure that medicines for the use of service users are stored appropriately and securely, protected from light with relevant records kept.
- d) ensure that when hand written MAR charts are produced the person completing these signs and dates them including referring to the prescriber's instructions.
- e) ensure that the individuals assessed level of competence in relation to ability to manage their medication is clearly highlighted and easily visible on all relevant documentation.

This is in order to comply with: SSI 2011/210 Regulation 4 (1)(a) - a requirement to make proper provision for the health and welfare of people . This is also to ensure this is consistent with the Health and Social Care Standards which states " If I need help with medication, I am able to have as much control as possible" (HSCS 2.23)

Recommendations

Number of recommendations: 2

1. The service needs to continue to develop and implement systems that involve the staff teams, they need to evidence how they involve the staff teams in the developments and improvements within the service. The provider needs to improve and update the staff supervision process and demonstrate how they support and develop the staff with their on going learning and development. This is to ensure that care and support is consistent with the Health and Social Care Standards which states, "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 am confident that people are encouraged to be innovative in the way they support and care for me." (HSCS 4.25)

2. The provider and management team need to implement and improve the quality assurance procedures and use this information to inform changes and improvements within the service. This should demonstrate how they ensure participation by people who use the service and their relatives in these processes. Evidence of staff involvement would also benefit the development of the service.

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

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

Date	Type	Gradings
30 Mar 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
7 Feb 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
29 Oct 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
3 Nov 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
3 Dec 2013	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good

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