

Your Care at Home Ltd Support Service

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Telephone: 07903323529

Type of inspection:

Announced (short notice)

Completed on:

17 December 2018

Service provided by:

Your Care at Home Ltd

Service provider number:

SP2011011582

Service no:

CS2011289578

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

The service was registered with the Care Inspectorate on 21 December 2011.

Your Care at Home is an independent service that provides care at home to older people living in their own homes. The company office is located in Howwood, Johnstone, and services are currently provided throughout Renfrewshire.

The service aims and objectives state:

"The main aim of 'Your Care at Home' service is to provide a person-centred approach to care at home. Our customers have control and choice over both how and when they wish to receive their support. The service is delivered flexibly, attentively and in a non-discriminatory manner whilst respecting each customer's right to independence, privacy and dignity."

At the time of the inspection, twenty-seven people were using the service.

What people told us

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

"We are very pleased with the service. They are a Godsend to our family."

"First class service provider. Meets all my needs. Would thoroughly recommend to others."

"The service 'Your Care at Home' is excellent. They never let me down. They excel in the service they provide."

"It's the smallest things that mean a lot."

"Can't compliment the service highly enough."

"Everything's taken care of."

Self assessment

A self-assessment was not requested 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 were very happy with the support provided by Your Care at Home. The positive outcomes they experienced enabled them to live as independently as possible in their own homes. One person told us "It's not like a company, it's like home, and that's what I like." Additional comments included: "I feel so lucky to have them" and "we couldn't manage without them."

Consistency in the established, small team meant people knew staff well. People spoke of "unhurried" visits and the benefits that came from staff having time to chat and to listen. This instilled trust and people valued the courteous and respectful relationships that had developed.

A flexible approach to service delivery meant people benefited from tailored support that met their individual needs. We saw examples where requests for changes to support times were accommodated at short-notice. One person told us "they fit in with my routine." Another commented, "If my needs changed I would be confident the service would respond." This demonstrated responsive care and support that adapted when people's choices and decisions changed.

Good communication was a service strength, particularly where respite was provided. People spoke positively about how this enabled them to relax and enjoy a meaningful break knowing their relative was well supported. Increased confidence in a reliable service promoted improved health and wellbeing outcomes for people and their carers.

The service worked in partnership with other community services to deliver coordinated care and support. For example, input from Occupational Therapy assisted staff to improve their knowledge and understanding of a particular health condition for one person. People and their relatives valued management and staff's guidance and support to liaise with other agencies when required. This meant people received the right care at the right time, and ensured stability in service provision.

What the service could do better

The last inspection recommended that a personal plan should be developed with every person using the service. This recommendation is repeated (see recommendation 1). Not everyone had a plan in place, and sampled plans lacked detail. Plans should be outcome focussed and reflect people's needs, choices and strengths. This would demonstrate people's involvement in determining their care and support.

The last inspection recommended that, where help with medication was provided, arrangements were in place for this to be done safely. This recommendation is repeated (see recommendation 2). Staff should receive medication training to increase their knowledge and understanding of safe practice. For example, where a person's plan indicated that medication assistance was required we identified that administration was taking place. Further training would ensure people received the correct level of support, promoting improved health outcomes.

The last inspection recommended that every person should have a written agreement in place. The manager informed us this had not progressed. This recommendation is repeated (see recommendation 3). Clearly defined written agreements would assist people to make an informed choice about the service they received, ensuring their rights were respected and upheld.

It was not always clear if reviews of people's care and support had happened. These should take place at least once every six months in line with current regulations, and be clearly documented. In addition, risk assessments should be reviewed regularly to minimise potential risks to people and staff, ensuring their safety and wellbeing.

Sampled recruitment records highlighted that essential checks, including references and interview methods, could be more complete. Records should demonstrate how safer recruitment processes were followed to ensure potential staff have the right skills and values for their role. This would assist in further developing a strong, stable staff team, supporting better outcomes for people.

People told us the manager regularly asked for their feedback. However, we could not see where this information was recorded or how it was used. We discussed the need for robust quality assurance systems. These should detail how service delivery was monitored and demonstrate how people's views influenced change.

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 benefited from a culture of continuous improvement.

Service policies would benefit from review to ensure they were up-to-date and reflected good practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The service should develop a personal plan with every service user. The personal plan should be outcome focussed, detail the person's needs and preferences, and set out how they will be met in a way that is agreed with the person. 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)

2. The service should ensure that, where help with medication is provided, arrangements are in place for this to be done safely and in a way that suits people. All staff should undertake medication training that includes clear guidance regarding prompting, assisting and administration of medication. This ensures care and support is consistent with the Health and Social Care Standards which state that:

If I need help with medication, I am able to have as much control as possible (HSCS 2.23)

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)

3. The service should ensure that every person receives a written agreement which clearly defines how the service will meet their needs. The agreement should include terms and conditions for receiving the service, and arrangements for changing or ending the agreement. To ensure best practice, the person using the service or their legal representative should:

- be fully involved in developing the detailed written agreement and any reviews of the written agreement
- have a copy of the agreement signed and dated by everyone involved

This ensures care and support is consistent with the Health and Social Care Standards which state that:

I have time and any necessary assistance to understand the planned care, support, therapy or intervention I will receive, including any costs, before deciding what is right for me (HSCS 1.18)

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	Announced (short notice)	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>4 - Good</div>
17 Mar 2017	Unannounced	<div>Care and support</div> <div>6 - Excellent</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>5 - Very good</div>
16 Feb 2016	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>
27 Feb 2015	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>
14 Feb 2014	Announced (short notice)	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>
14 Feb 2013	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>

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