

## Kerr Home Care Support Service

Darluith Business Centre  
Unit A Rm 1  
East Fulton  
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PA3 3TP

Telephone: 01505 383422

**Type of inspection:**

Unannounced

**Completed on:**

25 February 2019

**Service provided by:**

Anne Kerr trading as Kerr Home Care

**Service provider number:**

SP2015986657

**Service no:**

CS2015334913

## About the service

Kerr Home Care is a care at home service registered to provide home care to frail older people, older people with dementia and adults with physical disabilities who live in their own home. The service is registered to cover Erskine, Houston, Bridge of Weir, Paisley and Kilbarchan. The office is located in a business centre on the outskirts of Linwood.

The service was registered with the Care Inspectorate in August 2015. There were 25 people using the service when we inspected.

The aims and objectives are:

"Our service will be provided to individuals within their own homes, who require support to live as independent and full a life as possible whilst dealing with personal limitations or illnesses.....People are supported to live independently, they have real choice in the support they receive and maximum control over the way they live their lives. Everyone is treated fairly and with dignity and respect."

## What people told us

We visited three homes and met two people who use the service and three relatives. In addition six people returned our Care Standards Questionnaire prior to the inspection.

People were highly complementary about the staff and service provided.

People who use the service told us:

'The service is exemplary and I couldn't ask for better. The carers are first class and always treat me with dignity and respect'.

'They are great I would give them ten out of ten'.

Relatives of people who use the service said:

'Kerr Home Care is by far the best care that I have experienced. The owner is friendly, polite and very caring. The fact that this is not a large company is paramount. In providing dignity, continuity and respect for (name of person receiving the service). He has vascular dementia and Alzheimer's and all the staff are very caring when all aspects are covered when dealing with him. They constantly talk and sing to him. I believe some people are born to care and this shows with Kerr Home Care in both the owner and carers who are first class'.

'The service is super, very efficient and friendly'.

'We have had some really bad previous experiences. Now staff turns up on time and can always get my wife laughing'.

'All staff who attend my mother are wonderful with her. I have a male carer who also attends mum which I wasn't sure if she would approve of a male. However I gave it a try and mum loves him he is so good, kind and considerate to her'.

## Self assessment

A self-assessment was not required for this year's inspection.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

## What the service does well

The people we met were glowing in their praise of the company and its staff. Sadly all of the people we met had had previous very bad experiences of care. They told us Kerr Home Care had made a great difference to their lives. Each person we spoke to or heard from confirmed that staff were reliable, always treated people with dignity and respect and most importantly tailored support to meet their individual needs.

'My previous provider did not respect me or treat me with dignity. Now (staff) are always keen to hear what I have to say. They never talk amongst themselves always with me. If we had an issue we go direct to (name of provider) and its discussed and sorted, we can always get a hold of her. Nothing is ever a bother. The carers involve me in my care'.

At the commencement of care packages people were asked how they felt about being supported. This helped staff understand the particular preferences people had and ensured care was delivered sensitively.

We found care plans to be person centred and outlined clearly how people wanted their care to be provided. Some of the people being supported had complex care needs and there was good advice for staff to help them communicate appropriately with people. Each person had a care diary in their home which was regularly audited. This evidenced that staff attended for the full allotted time and that care was delivered in line with each person's wishes.

People who received a service were invited to participate in the recruitment of new staff and are able to ask questions at interview. This reinforces for applicants the company's full commitment to inclusive person centred care and the company's values inherent in how care was to be delivered.

This is a small company that prides itself in providing the best possible care to each person who uses the service. A development plan helped them chart service development. Monitoring visits and spot checks confirmed that high standards of care were being delivered.

The service enjoyed good relations with local authority home care and social work staff which helped ensure any changes in care needs were promptly addressed.

All staff were appropriately skilled including having or undertaking SVQ qualifications. This ensured staff had the knowledge and skill to provide care to the people they supported.

Communication between management and staff was described as very good which meant that service users and their families could have any queries acted upon quickly.

## What the service could do better

We discussed with the owner how each element of their development plan could better set out how this links to the new health and social care standards. The plan should demonstrate how they will ensure that they continue to deliver good outcomes for people. And also they will involve them in on-going service development. The service is already working on their plan.

While the service undertakes a series of audits there appeared to be no robust quality assurance system in place to help management have an overview of progress across all aspects of their service. The provider is already reviewing their quality assurance systems.

We found some care reviews that lacked detail and were not always accompanied by action plans to address any changing needs or circumstances. Reviews should evidence that people are fully involved in monitoring and developing their own care. Before we completed the inspection the provider had already addressed this issue.

Management provided 24 hour back up support for staff and people who use the service. They had folders which held all key information about people they support. We suggested that they also keep one of these folders in the office so people had access to the information at all times. This was agreed.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## 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 manager should look to develop an improvement plan to promote positive outcomes for people using the service, and to make positive improvements.

National Care Standards: Support Services - Standard 2: Management and staffing arrangements.

**This recommendation was made on 11 October 2017.**

#### Action taken on previous recommendation

A development plan was now in place and the service will work further to convert the plan to be person centred outcomes focused, this recommendation is met.

### Inspection and grading history

Date	Type	Gradings
11 Oct 2017	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
2 Jan 2017	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate

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