

Social Care Alba Ltd Housing Support Service

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Edinburgh
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Type of inspection:

Announced (short notice)

Completed on:

28 February 2019

Service provided by:

Social Care Alba Ltd

Service provider number:

SP2010011170

Service no:

CS2010273044

About the service

This service registered with the Care Inspectorate as a combined housing support and care at home service, on 13 April 2011.

Social Care Alba describes itself as follows:

'Social Care Alba was established to provide support to people living in their own home. Our care and support is based upon core values underpinned by the National Care Standards. These are reflected in all of our policies and procedures. Our vision is one of person centred support which incorporates values of:

- Dignity and respect
- Privacy and inclusion
- Choice and realising potential
- Safety, equality and diversity.

We are continuously looking to the future, planning ahead and anticipating future demands. This allows us to recruit, train and plan services in advance with the support and inclusion of staff.

We aim to communicate a powerful vision of quality and person centred support, thus providing a sense of direction. It inspires and unites people with a shared sense of commitment"

Social Care Alba have previously been awarded a Silver Healthy Working Lives award and an Investors in People-Gold Award.

At the time of the inspection, the service was providing support to approximately 97 people, living in or near the City Centre of Edinburgh.

What people told us

We received completed Care Standard Questionnaires from 14 people who received a service from Social Care Alba. They all agreed or strongly agreed that they were happy with the quality of care and support they got from the service. All agreed that, their personal plan provided information about them and that staff knew how to support them.

Comments included:-

"There is a large number of different carers every week leading to a lack of continuity. All the carers are polite, courteous, keen to assist, professional and skilled".

"My carer is good. We talk and have a good blether".

"I am very independent and I can still do things for myself. Carers come to remind and assist me with my tablets. Carers are alright".

"The support is adequate, I go to church, visit my friends and attend my club. The care I am receiving is alright".

"I appreciate what the carers do".

"Would appreciate better consistency of carers".

As part of the inspection, we phoned four people who use the service and their relatives. All indicated that they were happy with the care and support being provided by the service.

People made the following comments:-

"It's lovely, it's perfect, very satisfied can't fault them at all. It's really good. We sometimes get different carers but they all treat us with dignity and respect, there are sometimes slight variations on times. They are very competent in what they do and are always anxious to help".

"It's reasonably all right. I only want female carers for personal care and sometimes they send a male carer which I am not happy with. It doesn't happen a lot but when I contact the office they say they will try and sort something out and say they are short of carers but they are pleasant enough. Communication can sometimes be a problem. The care is good quality most of the time. I don't get a rota and sometimes they change my time and don't tell me. This doesn't bother me too much. They sometimes give me a wee quick phone call if they are running late and they have started to explain that sometimes they are running late. I would give the service an 8 out of 10. They always treat me with respect".

"We would be in a state of chaos and it would have an adverse effect on my wife if we didn't have Alba. They keep us on the straight and narrow. They have a very professional approach to my wife's care. They are very respectful it's a first class service. We get a rota every week and carers keep to their time. It is not always the same carers but they are usually known to us and we are relaxed with most of the carers. They are very polite and keen to assist and always ask before they leave, if there is anything else we need. We are impressed with their general interest. We have no criticism".

"Entirely satisfied. Universally polite , kind, helpful and competent. They treat us with dignity and respect. They are always cheerful which helps me and we have a bit of banter. They always chat with my husband. It's very good. They work around other arrangements that we have and change the times to suit our needs. I'm very pleased. We are very appreciative of what Alba do for us".

Self assessment

From this inspection we graded this service as:

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

What the service does well

Before the inspection, we sent out questionnaires to people who use the service and all indicated that they agreed that, overall, they were happy with the quality of care and support they received. Some people said that they did not have a consistent staff team. We were pleased to hear that the service had plans in place to help to address this.

We looked at some of the comments the service had received from people they support and again these were generally very positive.

We thought that the care plans we looked at were outcome focussed and, generally, were written in the first person.

We thought that the risk assessments in care plans were very good and asked all the right questions to help provide safe care.

We found that all care plans had been reviewed every six which complies with legal requirements.

Care staff would prompt or remind people to take their medication and where medication was administered this was appropriately recorded.

We thought that the training staff received was very good and equipped staff with the skills and knowledge to be able to support people effectively.

We thought that the staff team were highly skilled and knowledgeable and had a range of specialisms which helped to ensure, a high level of care, for example, some staff were qualified Occupational therapist, Physiotherapists and mental health nurse.

We found that some staff had an appropriate qualification to register with the Scottish Social Services Council (SSSC) and plans were in place for staff to achieve an appropriate qualification.

Staff had access to regular supervision and appraisal.

The service had already made a start on changing the system of supervision and appraisal to comply with the registration expectations of the SSSC.

The service had made a considerable investment in a software package, to ensure the safe recruitment of staff which complied with best practice and this ensured that staff recruitment was safe.

It was good to see, that the service had an appropriate business development plan and we suggested some things that could be added, for example, the new national care standards.

It was good to see that the service had made a start in developing peoples life histories and we look forward to seeing how this is used to improve outcomes going forward.

What the service could do better

We thought that the instructions for staff in care plans could have been clearer in places, for example how to apply creams and provide personal care.

We directed the service to the 'Promoting Excellence' a free dementia training resource for staff, who are working with people with dementia for consideration.

We discussed with the manager the importance of submitting sufficient detail of the action taken, to help prevent similar incidents in the notifications, to the Care Inspectorate and directed the manager to the Care Inspectorate notification guidance.

It was good to see that the service had a process for dealing with complaints and we offered some suggestions to the manager on how this could be improved, for example, clarifying with the complainant the nature of the complaint.

We suggested that the information recorded in accident/incident reports could better reflect the positive action that has been taken to address the issues.

We thought it would be helpful for the manager to become familiar with latest thinking going forward and this was discussed with the manager, for example SSSC 'Framework for Continuous Learning' and 'Talking points, Outcome Focussed Approach' publications.

The service should ensure that all staff have a copy of the SSSC Codes of Practice and are aware of the new National Care Standards.

We spoke to a number of staff, some of whom were not fully aware of their responsibilities in relation to Adult Support and Protection legislation and this should be addressed.

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.

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 service should evidence that they ask service users to identify their preference for accessing the rotas which indicate which staff are scheduled to provide their care and support. They should routinely be offered access to paper copies, where this choice is applicable.

The National Care Standards-Care at Home, Standard 4 (6), Management and Staffing.

This recommendation was made on 8 May 2017.

Action taken on previous recommendation

The service had written to supported people in September 2017 informing them that they could access the rotas either through the secure internet portal or by e-mail. People were told if they had another preference to tell the service. We saw example e-mails which evidenced the rotas were being sent to people who preferred this method of communication. People we met had a core team of carers visiting and were not interested in having a rota. Three people we met had dementia and they had photographs of the core team who visited them. These photographs were up to date and excellent for those individuals to refer to.

This recommendation has been: **Met**

Inspection and grading history

Date	Type	Gradings
29 Mar 2018	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
24 Feb 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
18 Mar 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
23 Feb 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
12 Dec 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
20 Feb 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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