

Rainbow Services Housing Support Service

53 Beresford Terrace
Ayr
KA7 2HD

Telephone: 01292 294180

Type of inspection:

Unannounced

Completed on:

6 March 2019

Service provided by:

Rainbow Services (UK) Ltd

Service provider number:

SP2010010813

Service no:

CS2010238189

About the service

Rainbow Services is registered to provide a housing support and support service to adults and older people with assessed needs living in their own homes. These services are provided in a combined way and one inspection is carried out. Rainbow Services has been operating since 2005 and registered with the Care Inspectorate when it formed on 01 April 2011. The service is provided by Rainbow Services (UK) Ltd and is a family run business.

The service has its main office in Ayr and subsidiary offices in Irvine, Castle Douglas and Stranraer; from which the registered manager and team members organise and oversee support staff delivering care across Ayrshire and Dumfries and Galloway. The service is also registered to operate in East Dunbartonshire and East Renfrewshire. To support the growth of the service the structure had been developed with additions to the team including service coordinators, trainers and review officers.

Rainbow services aims to "provide people with the best care and support service in their own home, individually tailored to their choices, needs and requirements. It aims to give the choice and freedom people want in their lives by providing individualised care and support which puts the person in control".

At the time of the inspection the Care Inspectorate had received three complaints about the service, therefore we carried out a joint complaint investigation and inspection of the service. Recommendations identified by the complaint investigation corresponded with the inspection findings and are detailed in this report.

What people told us

For this inspection, we received views from 219 of the people experiencing care and support. We attended a forum meeting in Ayrshire and spoke to nineteen of the forty one people at this event about their experience of the service provided. We sent 250 care standards questionnaires to the manager to distribute to people using the service and received 150 completed questionnaires. We visited eighteen people in their own homes and an inspection volunteer telephoned thirty two relatives to get their feedback on the quality of the service provided. We also asked for the views of staff and professionals during the inspection.

The provider used social media to inform people that an inspection was taking place and encouraged them to contact the inspector directly to share their experience of the service provided.

People said:

"Everyone is kind and helpful"

"I like my carers that come in, everyone respects me and all are good at what they do"

"Our carers are excellent"

"Show a caring commitment and keep family informed, would certainly recommend them"

"On the whole the carers are a nice group"

"Generally standards are high, mostly same 3 or 4 carers, they are pretty good"

"Some staff need more training"

"All of the staff are incredibly pleasant, we are very lucky to have the care"

"There has been small issues, when raised these have always been dealt with"

"Great help, couldn't manage without them"

"I am happy with the variety of carers, very happy as I am looked after well"

"The carers take the time to support my relative, I can't fault them as they have taken a lot off my shoulders caring for my relative"

"The carers are all wonderful and at times will go above and beyond"

"The review was just last week, the person listened to us and the plan was updated to suit my relative"

"The carers are bringing out the best in my relative, they are beaming when their regular carers are on duty, for me I couldn't do without them now. Nothing for them to improve on"

"The fact they are reliable and consistent means a lot to us, nothing to improve on, for us its perfect"

"If I was to ask them to improve anything it would be there timing as at times this can be erratic which just causes my relative to become anxious"

"I think my relative enjoys the consistent staff team also the fact they give them time to do things with the carers chatting while they assist them. We can't fault the care the carers give its second to none"

"The rapport and confidence they give my relative makes a difference, they will do things for the carer that they won't do for the family"

"The carers keep us right who is coming if they are late they will phone us"

"We never know who is coming till they arrive as it's a team of carers that visit us, they do phone if they are running over 20minutes late but this is an odd occasion"

"It's the same carer that comes here in the morning they have never been late so don't know if the phone or not."

"My relative has various carers that visit them it would be good if they could have a rota sent weekly to them, lets them know who is coming and when"

"We have contacted the office for help and they were very accommodating and helpful solving our issue very quickly"

"I would speak to the carers first then phone the office if not happy"

"No worries as they do what they are meant too and sometimes will go over and above if my relative asks them, we like this."

Overall, we received very positive feedback about the quality of this service. People told us they had confidence in the service, that there was continuity in the service provided and that mainly the number of staff providing their support was limited to a small group. People spoke positively about the quality of staff and confirmed that they were treated politely and with respect and we saw that some good relationships had developed. People confirmed that staff were generally on time unless they were running late from an earlier visit and that on these occasions the office or carer would usually phone to let them know. People told us that they received the full time allocated for their support and that generally staff had enough time to carry out the tasks.

Some people received a rota, others told us they did not and would find this helpful, we fed this back to the manager to action. People we spoke to knew who to contact if they were unhappy about any aspect of the service and where there had been concerns raised told us that these had been addressed promptly and to their satisfaction.

Self assessment

The service was not asked to complete a self assessment in advance of this inspection. We looked at their development plan and quality assurance systems. These demonstrated their priorities for improvement and how they were monitoring the quality of provision within the service.

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

Rainbow Services continues to deliver a very high quality of care and support that meets peoples needs to enable them to live in their own homes. We observed staff encouraging independence while delivering very efficient, competent, and compassionate care. People we spoke to and observed appeared relaxed and comfortable with staff and very happy with the service. We saw examples of an enabling approach and the difference the service was making to people on a daily basis and how their needs such as personal care, health, wellbeing and nutrition were being met.

People could be confident their health and wellbeing benefitted from the care as staff recognised when a person's presentation changed or their health deteriorated and took the appropriate actions. One relative described how the carers and family worked together as a team "With this team effort we have managed to support my relative to live in their own home and pulled together to support my relative over a health scare, I can't fault them." Another relative told us; "I would say the skills the carers have are second to none, what I like is that they pick up really quickly if my relative is off par and will contact the GP with their permission and keep me in the loop." The service worked together with health professionals and other care organisations to keep people well. The service supported people with their medication and had systems and training in place to manage this safely.

On the whole people told us they were supported by small consistent teams which allowed them to get to know their carers and to build relationships. We found staff knew each person they visited well, they knew their likes and preferences and carried out care tasks in a friendly, warm and personalised way.

People can expect to receive high quality care and support that is right for them and to experience compassion, dignity and respect. We saw staff carry out moving and assisting techniques safely and undertake personal care tasks with dignity and discretion. One relative told us "The carers help my relative with all aspects of their care but what I like most is they do this while observing their dignity". Another relative, when asked if the service made a difference to them said "For my relative they encourage them to achieve a little thing each day within reason and protect their dignity when supporting them attend to their daily needs."

People can expect to be involved in developing and reviewing their personal plan and to be supported to give feedback to help the service improve. There was a personal plan in place for each person and a structure in place to ensure that regular reviews were planned and took place with the person supported and their relative(s). We found plans did not specify the expected outcomes as a result of the person receiving care and did not detail how the care would be delivered to meet the individuals needs and preferences. We discussed examples of support plans during the inspection and were confident the manager recognised how their content could be improved to better reflect the individual; therefore contribute to a more personalised care experience. While we could see that reviews were taking place we found that personal plans and risk assessments were not consistently being updated following a change or review and that plans accurately reflected support times.

The service had robust management systems in place for safe recruitment and staff were registered with the Scottish Social Services Council. New staff received an induction, staff had access to supervision and support to equip them for their role and senior staff carried out practice observations and spot checks. People could have confidence in those supporting them because they are trained, competent and skilled and are able to reflect on their practice. Staff had access to a range of training relevant to their role and to more specialised training such as promoting excellence in dementia and to SVQ qualifications which enabled staff to work more effectively. We discussed with the manager the importance of up skilling all levels of staff and the value in providing opportunities for staff to reflect on their practice and develop their skills in relation to improving outcomes.

What the service could do better

At the time of the inspection the Care Inspectorate had received three complaints about the service relating to incidents, therefore we carried out a joint complaint investigation and inspection of the service. Whilst we found the service had been aware of the incidents resulting in the complaints being made and had responded to the complaints elements of each of the three complaints were upheld. (See Recommendation 1)

There was a system in place for recording, reporting and monitoring of accidents and incidents, however, we found the quality of information recorded in incident and accident forms was poor and it was difficult to see follow up actions and records of debriefing. (See Recommendation 2)

People can expect to have a personal plan that sets out how their needs will be met, as well as their wishes and choices. We could see that people supported were receiving the correct hours and support, however personal plans were not always updated to reflect a review or a change. While each person had a personal plan in place these did not specify the expected outcomes as a result of the person receiving care and detail how the care would be delivered to meet the individual needs and preferences. We discussed examples of support plans during the inspection and were confident the manager recognised how their content could be improved to better reflect the individual; therefore contribute to a more personalised care experience. (See Recommendation 3)

While we could see that reviews were taking place the manager should ensure that personal plans and risk assessments are consistently updated following a change or review and that plans accurately reflect support times to ensure that people's needs are being met and there is no delay in responding to any change in needs. Review recording could be improved to better reflect the positive impact of care and reflect people experiences.

Where changes or concerns have been identified in reviews these should be clearly recorded and include actions taken. (See Recommendation 4)

While team meetings were taking place these could be more regular and structured to provide opportunities for staff development and reflective practice potentially improving individual outcomes.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 4

1. The manager should ensure that all complaints and concerns received regarding the service are responded to appropriately.

This is to ensure care and support is consistent with the Health and Social Care Standards which states that: "If I have a concern or complaint, this will be discussed with me and acted upon without negative consequences for me". (HSCS 4.21)

2. Incidents affecting people who use the service should be communicated fully with all relevant parties. A full and detailed record of the incident should also be made as soon as possible, and senior staff should review the content of this, assess for any further action required and notify the Care Inspectorate in line with requirements to do so.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected'. (HSCS 1.23)

3. The manager should ensure that each person had a personal plan in place which clearly states the expected outcomes as a result of the person receiving care and details how the care would be delivered to meet the individual needs and preferences.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states that 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices'. (HSCS 1.15)

4. People receiving care should have their care plan monitored and reviewed to ensure they receive the right support and care at the right time, including as a result of concerns raised about their care.

This is to ensure care and support is consistent with the Health and Social Care Standards which states that: "I am fully involved in developing and reviewing my personal plan, which is always available to me". (HSCS 2.17)

Complaints

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

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 provider should review and develop the format and content of personal plans to ensure that it sets out people's needs and preferences and how they will be met. This will ensure that personal planning reflects the needs of people and informs the care provided.

National Care Standards Care at Home, Standard 3: Personal plan

This recommendation was made on 1 November 2017.

Action taken on previous recommendation

The service had not changed the format of the personal plans because they were engaging with the care inspectorate to review these and would make decisions on any changes when this work was concluded. We found that personal plans could be developed to improve the quality of information available to carers; to inform them of individual outcomes and provide an explanation of how to deliver care in ways that meets individual needs and choices.

Observations and feedback during the inspection clearly demonstrated that carers knew people very well therefore delivered care in a manner that was specific to individual preferences and needs. Improvements in this area will assist new and less experienced staff and contribute to continuity and consistency of care.

We have included this in the report as a new recommendation.

Recommendation 2

The provider should monitor the frequency of care review meetings and ensure that the personal plan is consistently updated following review. This will ensure that people's needs are being met and there is no delay in responding to any change in needs.

National Care Standards Care at Home, Standard 3: Your personal plan.

This recommendation was made on 1 November 2017.

Action taken on previous recommendation

We found that additional review officers had been recruited to the existing team responsible for carrying out reviews. Review officers ensured reviews were planned in advance and carried out regularly, at least on a six monthly basis. We saw examples of where a change or concern had triggered a review; however this was not always the case.

Despite regular reviews taking place personal plans were not up to date, they did not always reflect the frequency or nature of the support to be delivered. Where reviews were being held they were not linking to the updating of support plans and risk assessments. There were evident systems and processes in place which could have been more effectively implemented to manage reviews and the updating of personal plans.

We have included this in the report as a new recommendation.

Recommendation 3

The provider should review arrangements for notifying service users and families in advance of staff attending or if there is any change in the timing of the service. This will ensure that people are at ease with home care workers.

National Care Standards Care at Home, Standard 4: Management and staffing.

This recommendation was made on 1 November 2017.

Action taken on previous recommendation

People that we spoke to told us they were happy with the service, on the whole people experienced consistency with small teams of staff which allowed them to get to know their carers. Some people told us that they received a rota and knew who was coming to visit and they were told about any changes in advance. "The carers are great we know who is coming next as they will say so and that is who comes, not aware of the carers every being here late." Other people said "We do know who is coming next and if it changes someone texts us to let us know."

People were familiar with review officers and who to speak to in the local office should any issues arise. There was an example during inspection of where a person was not advised of a different carer and them being delayed; the manager had taken action to address this immediately.

Some relatives told us they would like to have a rota and we have passed this on to the service. We have suggested that review officers ask during each review if the person supported or their relative receives a rota and action where one is requested.

This recommendation has been met.

Recommendation 4

The provider should monitor the schedule of visits to ensure that staff have sufficient travelling time between visits. This will ensure that people receive a consistent and reliable service.

National Care Standards Care at Home, Standard 4: Management and staffing.

This recommendation was made on 1 November 2017.

Action taken on previous recommendation

We could see that the provider had scheduling systems in place and that coordinators had a good knowledge of local areas, staffing levels and of individual preferences.

People that we spoke to told us that staff had sufficient time, on the whole, to deliver their care and they did not feel carers were rushed. People also told us that carers were punctual and where an issue did arise that delayed them, where possible the person supported was contacted to advise them.

In two of the local authority areas a real time monitoring system was in place and plans were underway to roll this out in other areas. This system records the time and duration of all carer visits highlighting any late or missed visits and we could see that the manager and senior staff actively monitored compliance rates and activity.

This recommendation has been met.

Inspection and grading history

| Date | Type | Gradings |
|-------------|-------------|---|
| 1 Nov 2017 | Unannounced | Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good |
| 2 Jun 2015 | Unannounced | Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed |
| 30 May 2014 | Unannounced | Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good |
| 14 Feb 2013 | Unannounced | Care and support 4 - Good |

| Date | Type | Gradings | |
|-------------|-------------|--|--|
| | | Environment Staffing Management and leadership | Not assessed 5 - Very good 5 - Very good |
| 29 Jun 2011 | Unannounced | Care and support Environment Staffing Management and leadership | 4 - Good Not assessed 4 - Good Not assessed |
| 20 Dec 2010 | Unannounced | Care and support Environment Staffing Management and leadership | 3 - Adequate Not assessed 2 - Weak Not assessed |

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.