

Care service inspection report

Wishaw and Shotts Home Support Service

Housing Support Service

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Wishaw
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Inspected by: Morag McHaffie

Type of inspection: Unannounced

Inspection completed on: 3 October 2011



HAPPY TO TRANSLATE

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Service provided by:

North Lanarkshire Council

Service provider number:

SP2003000237

Care service number:

CS2004071348

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	4	Good
Quality of Staffing		N/A
Quality of Management and Leadership	4	Good

What the service does well

Wishaw & Shotts Home Support Service provides care at home and housing support services to residents in the Wishaw & Shotts locality of North Lanarkshire. The care and support of people who use the service is delivered in the individuals own home and enables them to stay at home for as long as practicable.

The care service is delivered 365 days per year to vulnerable people.

What the service could do better

A number of people who use the service have written comments on their SCSWIS satisfaction questionnaire with regards to communication and expectation of the service delivery.

"The home support workers are brilliant but there is a lack of communication when you phone office as nobody knows what the other is doing, also when one support worker is off, you get so many different people, which makes me uneasy and the times that they meant to be with me get reduced".

"While I think the care service I receive is excellent and have no complaints at all about the carers who look after me I would like to make two observations:
I don't know why the carers come to me at 11:30am every day. This means that I have to sit all morning, every morning in my dressing gown waiting for my shower.
Secondly, I get the impression that carers are always pressed for time. Apparently they get no travelling time between clients inevitably emergencies occur and

they are delayed. This means I don't get my shower and get dressed until lunch time".

"Why can't the girls come at a respectable time for breakfast. They come at the weekend at 10am but this is far too late if I am up at 7am. I would always like to always have the same ladies coming all the time rather than strangers".

Quality assurance systems and processes should identify the frequency of care plan review visits, participation with the people who use the service and sampling of the effectiveness and efficiency of the service delivery. An action plan should be developed from the outcome of this quality assurance process to enable the continuous development of the care service.

What the service has done since the last inspection

Wishaw & Shotts Locality has implemented "Reablement" which strives to promote and support the daily living skills of people who are referred to the service by setting time limited goals and practice more self-care.

The care service has ensured that all people who use the service are now in possession of an individual copy of their care plan, located in their own home.

The provider continues to roll out the training calendar for delivery of Scottish Vocational Qualification courses for Home Support Workers and equips the workforce to be in a position to register with the Scottish Social Services Council when the list is opened.

North Lanarkshire Council, Home Support Services received an international award for their deliver of overnight services focusing on Dementia Services.

Conclusion

We will be looking for records of quality assurance monitoring of:

- the care service through continued communication and information sharing with the people who use the service and their relatives
- the health and wellbeing outcomes for people who use the service now that individual care plans are located in each home
- outcome of the increased observation of the care service delivered and received.

Who did this inspection

Morag McHaffie

1 About the service we inspected

Wishaw & Shotts Support Services - Care at Home and Housing Support is provided by North Lanarkshire Council. The service was registered by the previous regulator in 2004 - 2005 and the Social Care & Social Work Improvement Scotland in April 2011.

The service provider employs over two hundred and sixty home support workers who deliver the care service to over six hundred service user's in their own home.

The aim of the care service is to "provide high quality care that is tailored to the needs of the individual service user and promote dignity, empowerment and choice".

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 4 - Good

Quality of Staffing - N/A

Quality of Management and Leadership - Grade 4 - Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

Social Care and Social Work Improvement Scotland (SCSWIS) is the new regulatory body for care services in Scotland. It will award grades for services based on the findings of inspections. The history of grades that the service was previously awarded by the Care Commission are also available on the SCSWIS website.

We wrote this report following an unannounced inspection visit, by one Inspector, Morag McHaffie, 5 September 2011 12:00 - 17:00, 19 & 20 September 2011 09:30 - 17:00.

Feedback was given to the Locality Social Work Manager (Community Care and Home Support Services), Community Social Work Manager, Team Leader and Senior Home Support Manager on 3 October 2011 at 10:00.

In this service we carried out a medium intensity inspection.

As requested by the Care Commission, the service sent us an annual return. The service also sent an electronic self assessment form.

The service provider was supplied with 250 SCSWIS Care Standards Questionnaires "How satisfied are you with this care service"? for distribution to people who use the service. One hundred and eleven responses were received from people who use the service and their friends or relatives prior to writing this inspection report. Forty two responses were received from staff prior to writing this inspection report.

In this inspection, evidence was gathered from various sources, including the relevant sections of policies, procedures, records and other documents, including:

- Aims and objectives
- Accidents and Incident recording
- Complaints Log
- Minutes of Relatives, Service Users and Staff meetings
- Participation Strategy
- Registration Certificate
- Insurance Certificate

- Service Users Care Plans
- Staff Personnel Files & Training Records
- Supervision & Employee Development
- Observation of staff practice
- Follow up previous inspection action plan
- Shadowing the "Reablement" Team & Home visits to people who use the service
- Attended Reablement Meeting

Discussions with:

- Senior Home Support Manager
- Home Support Managers
- Home Support Workers

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

What the service has done to meet any recommendations we made at our last inspection

1. The provider should develop working practices to ensure a calendar of events and formats of communication and information gathering from people who use the service, to aid the future development of the service.

Progress - The Locality has written to and consulted service users regarding their personal support plans and arrange focus groups for gathering views and opinions and questionnaires.

Met

2. The provider must review and improve the methods of communication for people who use the service to alleviate anxiety and distress when making in-house adjustments to the individuals and locality care service delivery.

Progress - Evidence of letters to Service Users regarding support plans and HS staff and other social work staff assisted with the upgrading of plans and their distribution to each home.

Met

3 - The provider should consider the development of a calendar of events or methods of consulting with people who use the service and their carers.

Progress - Locality continue to develop and expand their calendar of dates for focus groups and consultation events.

Met

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from the service provider.

It was observed that the self assessment was locality focused and how the service meets the needs of the people who live in Wishaw & Shotts but there was capacity for the writer to expand the responses to the "Areas for Development".

Taking the views of people using the care service into account

The Provider on behalf of Social Care and Social Work Improvement Scotland distributed 250 satisfaction questionnaires to people who use the service and their relatives and carers. 111 responses were received prior to writing this report from people who use the service and their carers.

Overall, I am happy with the quality of care and support this service gives me.

Strongly Agree = 36%

Agree = 57.65%

Disagree = 2.7%

Don't Know = 3.6%

"I have only been using the service for three weeks so I don't feel in a position to comment on the service but satisfied so far"

"Carers are very good, helpful and efficient obliging and friendly".

"I have no complaints about the carer's who come into me, all of them have been very nice and helpful"

"I am very satisfied with all my carers they do excellent work"

"Would prefer meal times to be at same time every day, sometimes breakfast people do not come into 10.30am (too late)".

"When carers are coming and when times changes you would like to be notified if possible"

"Most home helps are very good"

Taking carers' views into account

Please see results above.

"I am than happy with the carers that attend to my mother but nobody has come to see if she needs more care or assess her progress, she is in her eighties and is registered blind" (16 May 2011)

"The staff who care and support my dad are always polite and respectful of his needs"

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Overall grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

North Lanarkshire Council makes available their many policies and procedures, including Participation Strategy and Corporate Plan, to the people who use the service and their carers. The Social Work office and other council buildings provide copies of the policies and procedures including the Complaints leaflet, newsletters and magazines and have a Suggestion Box to gather feedback from residents of North Lanarkshire.

The Provider seeks customer feedback through its regular surveys and questionnaires regarding the care service delivered. The Provider also held service user forums and meetings in June and July 2011 to collect opinions that will aid continuous development of care services.

A Welcome Pack, Introductory Letter and Information leaflets are provided and are retained along with a copy of the individuals support plan in their own home.

Further to the single shared assessment completed by Social Work Reception Services or the health professionals, the service delivery is organised by the Home Support Manager. The support plan is to meet and assist the individual to retain daily living skills which are supported by a Home Support Worker. The care service has a procedure for a 4 week and six monthly care service review which involves all stakeholders.

The provider is aware that goal setting through Reablement continues to be successful in encouraging people who use the service to retain their daily living skills over a six week support programme.

There is a multi-disciplinary approach to the support and care of people who use the

care at home service in North Lanarkshire.

Areas for improvement

The provider is performing well in areas covered by this statement.

The Provider has identified the need to improve the efficiency and effectiveness of the review process through being reactive and piloting one Home Support Manager "reviews" with no caseload and creating capacity for all Home Support Managers to continue to review their own caseload and quality assure the support plans now located in the individuals own home and service delivered in their geographical patch.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service user's health and wellbeing needs are met.

Service strengths

The Provider uses the "single shared assessment" which is completed by Reception Services and/or health staff.

The service has developed new support plans since the last inspection and the delivery of these to each individual home is complete.

Staff attended Assessment and Care Planning and Support Planning training to ensure person centred care, quality of data and recording.

Correspondence to the persons who use the service prior to the review process of the support plans and care service received to meet the individual's specific needs.

Support plans were reviewed by social work staff to ensure:

- * In every home
- * The contents of support plans were sampled for accuracy and found to be clear and informative, and inclusive of risk assessments and administration of medication, for the staff that would use them to deliver care for the individual.
- * The provider keeps information in electronic and paper format. The electronic support system has been upgraded and Home Support Managers feel the screens are more informative, reduce opportunity of duplication and error
- * All Keysafe security codes were upgraded for reasons of health and safety for the people who use the service.

The personal support plans sampled by the Inspector in the office and in the home of a person using the service were consistent of content and made use of the providers own paperwork. They reflected individual's preferences of personal details and social activities, support by friends, relatives and other professionals or Advocates.

The content included a pen-picture and life-story and was laid out in such a way as to aid communication and the flow of information to support the individual with identified task, time and day it is to be delivered and which support workers will carry out the duty. These details are communicated in writing to both the service user and the support worker. The delivery of care may be provided by an employee from the Council or an approved provider by the Council and the support plan should assist them to meet the individuals assessed needs.

This Locality has identified a Home Support Manager to complete planned reviews of support plans and service received by individuals across the geographical area of Wishaw & Shotts. The other Home Support Managers will continue to review support plans of individuals on their caseload after 4 weeks and six monthly.

The training course "reablement" has been delivered to all Home Support Workers for the benefit of all people who use the service. "Reablement" has been rolled out across North Lanarkshire and in this locality is managed by one Home Support Manager with an identified back-up Manager and they are supported by health professionals such as Occupational Therapists.

The outcome information to date indicates that people who have accessed Reablement may continue to receive smaller packages of care from the mainstream service or not require any further support.

The Inspector attended a Reablement meeting which involves health, support management and workers from Home Support Services. The Inspector shadowed a home support worker and found them to be very knowledgeable of the people who use the service and how they supported them back to independence, through goal setting and weekly reviews meetings with management.

The locality Support Service Care at Home and Housing Support is involved in inter agency working especially with housing and health colleagues for the benefit of the people who use the service, for example "Falls" project and District Nurse out of hour's service and other assistive technology supports.

Home Support management are sited in the same office as the Social Work Emergency Service and Community Alarm service which should benefit those who use North Lanarkshire Council service. There is also a framework of meetings to which Home Support staff has input including the assessment screening group for long stay care. They also provide an educative role through presentations to other staff and care groups about the service provided.

North Lanarkshire Council has a robust recruitment procedure to ensure the health and safety of people who use the service. All employees have appropriate checks completed prior to employment and participate in induction training. The Learning and Development section deliver ongoing mandatory and specialised courses relevant to employee's roles and responsibilities.

Support Workers receive a Staff Handbook to be used as an aide memoir to give consistency of working practices, personal protective clothing and mobile phones and specialised equipment for Food Hygiene, Personal Care and Financial Transactions to protect the wellbeing of people who use the service.

Individual supervision and employee development meetings as well as "patch" meetings to aid the continuous development of the care service are all facilitated by line management.

The provider acknowledges that their biggest and most important resource is their staff and offers "Easi" through Human Resources Section offering a variety of support services for the health and wellbeing of the workforce, which is also supported by Staff Forums.

The Providers Complaint Policy and Procedure is provided to people who use the service and advertised in public buildings. There was evidence that it was well used and the service kept records appropriately and outcomes of investigations communicated to the complainant.

The Provider records Accidents and Incidents which are monitored and reviewed at both local and central level of the organisation and outcome action plans developed as and when required.

The continuous development of this care service has been acknowledged by the receipt of an international award for work in the field of Dementia, North Lanarkshire has created an overnight Home Support service.

Areas for improvement

At the time of the inspection the use of a Home Support Manager for solely the purposes of reviewing care service support plans and the service received by people who use the service is not embedded or its impact quantifiable.

Now that all people who use the service are in receipt of their own support plan the Home Support management need to develop a realistic method for the regular review and quality assurance of content of these working tools as well as service delivery. (See recommendation 1)

Comments made on or before 13 May 2011 in response to SCSWIS questionnaires

regarding quality assurance of the support service:

"I would like a later evening meal time as I am diabetic"

"Main reason asked for the service was to shower XX twice per week but this has yet to happen"

"My relative has not had a bath in 11 months, I think is a disgrace staff still to be shown how to use specialised equipment for stairs. Fed up trying to get in touch with Manager".

"Like to thank the ladies who get me my medication in the morning and I have alarm buzzer for emergencies".

"Mostly happy with service. However on occasion I've had no notice of change of time/day/carer & sometimes no one has shown up at all. Also I'm not entirely happy with frequency of assessments"

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The provider, management and home support staff should ensure the development of a suitable action plan for the locality of Wishaw & Shotts which may identify issues surrounding the sustainability and accuracy of the person centred support plan contents to enable it to be a working tool, quality assurance of care service delivery, record keeping and the review process of documents located in the individuals home.

National Care Standards Care At Home, Standard 3 - Your Personal Plan

Quality Theme 3: Quality of Staffing - NOT ASSESSED

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 – Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

Please refer to Theme 1, Statement 1.

The Provider's Corporate Plan and Participation Strategy covers a period of 2009 – 2012 and clearly sets out that consultation with people who use the service is at the forefront of their vision "Service and People First" is the strap line on documentation.

People who use the service participate in the creation of and review of their own support plan, which is now kept in their home for their use and that of all agencies providing support. The signed Service User Agreement describes how support and by whom it will be provided. The individual also signs to agree to the sharing of information between professionals involved in their care.

In this Locality a number of quality assurance and consultation events have taken place involving people who use the service and their carers, family & friends, for example Forums, Surveys, Questionnaires in April 2011, Best Value Review (2009-2010) and scrutinised by external agencies.

Social Work office and other public buildings belonging to the provider carry adverts for Advocacy Services and other support services plus Community Connections for U which seeks to find out about local activities specific to postcode areas and then shares this information with all stakeholders.

In the Wishaw & Shotts locality they are presently trialling an online service called "Viewpoint" as a pre-review tool and is outcome focused for older people. The tool had started originally for the use of younger persons.

The people spoken to during the inspection were very happy with the service received and the staff who deliver the support.

Areas for improvement

The provider should continue to ensure that communication and consultation between people who use the service is a high priority to capture opinions and enable all stakeholders to influence the self assessment submission to the regulator; to participate in the quality assurance process for support plan review; staff employment

and supervision and employee development process and to influence the continuous development of the care service.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

To encourage good quality care, we promote leadership values throughout the workforce.

Service strengths

The provider and the support service has clearly published its aims and objectives throughout its publications which are in electronic format and various languages. Employees have access to the provider's policies and procedures through a number of communication methods, written, online, posters and publications.

The provider acknowledges the services greatest resource is their staff and offers a training programme. The care service is proud that through training and staff support there is clear evidence of a promotion structure. The training matrix collated by the Learning and Development Section offers appropriate courses for the specific roles and responsibilities of the staff and includes specialised and interest content to enable staff to meet the care needs of people who use the service.

Certificated training by the Scottish Vocational Qualification (SVQ) is delivered to all staff groups to meet the requirements of care staff and management to register with the Scottish Social Services Council (SSSC). Post registration training is also monitored by the SSSC.

The provider has an ethos of staff supervision and development which is from the top down. At a local level Home Support Managers arrange supervision and "patch" meetings to enable an interface between the office based management and the dispersed workforce of Home Support Workers. To aid communication and good work practice with this large dispersed workforce, Home Support Workers are provided with mobile phones and other specialised equipment to improve the outcome for people who use the service.

The framework of meetings and communication has included the Development Day for staff, continuous improvement group and senior management and staff discussing concerns or anxieties with regard to the service future due to financial welfare affecting all organisations and involves people who use the service, their family and friends and the local management.

Employees are invited to participate in consultation and inspection process by SCSWIS through questionnaires or one-one interview. Feedback from the 42 staff questionnaires received 13 May 2011, prior to writing this report:

Q5 - Has the service provided access to training in the last 12 months?

Yes = 78.5%

No = 21.5%

Q8 - Do you have opportunity to meet or attend staff meetings?

Yes = 19%

No = 81%

Q9 - Do you have planned supervision?

Yes = 26.2%

No = 71.4%

During the inspection there was evidence that this locality has held patch meetings and individual and group supervision sessions for the dispersed workforce since these questionnaires were completed and returned to the regulator.

Q16 - Do you feel this service provides good support to the Service Users?

Yes = 92.85%

No = 4.75%

Areas for improvement

At the time of the inspection this locality had vacancies for Home Support Managers (HSM) and the provider will be recruiting to fill the posts.

There have been a number of changes and restructuring of the day to day roles and responsibilities for HSMs in 2011. For some of the changes there had been insufficient time for an evaluation process to be implemented by the Locality management team or provider with regards to the outcome and benefit for the people who use the service, the home support service delivery in the locality and for the provider.

Home support is supported by a team of administrators, however, the Home Support Managers did point out to the Inspector that they do the entire computer keying to keep mySWIS records up to date. mySWIS is the electronic record system used by Social Work and Home Support.

Communication and consultation with staff through the provider's questionnaires and surveys are not dated to allow for a history trail or annual comparisons.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Staffing - Not Assessed	
Quality of Management and Leadership - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good

6 Inspection and grading history

Date	Type	Gradings
5 Nov 2010	Announced	Care and support 4 - Good Staffing 4 - Good Management and Leadership 3 - Adequate
19 Feb 2010	Announced	Care and support 3 - Adequate Staffing 3 - Adequate Management and Leadership 3 - Adequate
30 Jan 2009	Announced	Care and support 3 - Adequate Staffing 3 - Adequate Management and Leadership 3 - Adequate

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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