

## Care service inspection report

# Motherwell Home Support Service

## Housing Support Service

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Inspected by: Morag McHaffie

Type of inspection: Unannounced

Inspection completed on: 16 August 2012



HAPPY TO TRANSLATE

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## Service provided by:

North Lanarkshire Council

## Service provider number:

SP2003000237

## Care service number:

CS2004071347

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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	5	Very Good
Quality of Staffing	4	Good
Quality of Management and Leadership	5	Very Good

### What the service does well

Motherwell Home Support Service provides care at home and housing support services to residents in the Motherwell 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

The service acknowledges that it still has capacity to improve its frequency of review visits to meet the legislative requirements and quality assurance of staff delivering direct care by spot checking their work.

They do feel that "patch" meetings and staff supervision has increased and become imbedded in the ethos of the care service an outcome to improve communication between the office based management and dispersed workforce and improved standards for people who use the service.

A number of people who use the service have written comments on their SCSWIS satisfaction questionnaire highlighting specific issues and areas for improvement to the quality of service they receive. Please refer to "Taking the views of people who use the service into account".

### **What the service has done since the last inspection**

The care service has evidence that:

- \* people who use the service are in possession of an individual copy of their care plan, located in their own home
- \* "Reablement" services are offered to new referrals as well as those on "mainstream" home support
- \* Upgrades have been made to the electronic information system "mySWIS" which staff state has had positive outcomes and created capacity to managers to increase their time in the field
- \* Training calendar is regularly reviewed to ensure the delivery of Scottish Vocational Qualification courses for Home Support Managers and Workers is provided at sufficient frequency to meet the registration timescales with the Scottish Social Services Council.

### **Conclusion**

The overall impression from our visit was that the office base contained a stable, well trained and motivated home support manager team supported by a reliable and trained administrative team.

The home support team also has a stable senior management team and are an integrated part of the Motherwell locality social work. All parties review regularly the action plan for the continued development of this locality service.

The future plans are that they will soon move to refurbished premises within the same locale which all staff feels will benefit them, their staff and service users, with direct access from the street and offering meeting facilities.

### **Who did this inspection**

Morag McHaffie

# 1 About the service we inspected

Motherwell Housing 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, April 2011.

The service provider employs two hundred home support workers who deliver the care service to over five 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 5 - Very Good**

**Quality of Staffing - Grade 4 - Good**

**Quality of Management and Leadership - Grade 5 - Very 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.careinspectorate.com](http://www.careinspectorate.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**

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at [www.scswis.com](http://www.scswis.com).

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

#### **Requirements and recommendations**

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.

- a recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement
- a requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate

We wrote this report following an unannounced inspection visit, by one Inspector, Morag McHaffie, 30 July - 3 August and 8 August 2012 09:30 - 17:30. Feedback was given to the Community Social Work Manager and Team Leader on 16 August at 11:00 - 13:00.

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 100 SCSWIS Care Standards Questionnaires "How satisfied are you with this care service"? for distribution to people who use the service. Eighty-eight responses were received from people who use the service and their friends or relatives prior to writing this inspection report.

Thirty-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 Training Records
- Supervision & Employee Development
- Observation of staff practice
- Follow up previous inspection action plan
- Shadow - Senior Home Support Manager, two Home Support Managers
- Attended - Locality Planning Group; Reablement Weekly Meeting; Group Supervision
- Attended - Roadshow for Home Support Workers (HSW) held in Wishaw. These Roadshows were facilitated by Headquarters Senior Home Support Managers and were held across North Lanarkshire in April and May 2012 for the attendance of all HSW.

Discussions with:

- Team Leader
- 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](http://www.firelawscotland.org)

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

The provider, management and home support staff should ensure the development of a suitable action plan for the locality of Motherwell which may identify issues surrounding the sustainability and accuracy of the person centred support plan contents to enable it to be a working tool, care service delivery, record keeping and the review process.

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

Progress: Developed a locality action plan as part of the continuous improvement for Motherwell home support services. Staffs receive regular patch meetings, individual and group supervision meetings. Home support participated in the file sampling exercise as part of quality assurance of information held by the service.

MET

The provider should identify a suitable method for this care service to monitor, review and audit the competency of staff and impact of training on the quality of the service delivery and the outcomes for people who use the service.

National Care Standards, Care at Home, Standard 3 - Your Personal Plan  
National Care Standards, Care at Home, Standard 4 - Management and Staffing

Progress: Staff is supported through supervision and personal development meetings. Patch meetings are planned for every eight weeks to support the dispersed workforce and these have an agenda and outcome minutes. Consultation through review meetings and inhouse questionnaires allow people who use the service to feedback about the quality of the service received. The provider analysis's the complaints received.

MET

The Providers Learning & Development Section and Locality management should review and update the action plan, with timescales, to ensure the training matrix accurately reflects that the outstanding percentage of Motherwell home support workers and management have access to appropriate courses to meet the needs and timescales of the registration body Scottish Social Services Council.

National Care Standards, Care at Home, Standard 4 - Management and Staffing

Progress: Appropriate certificated courses are in place for all roles and responsibilities of home care staff. The training calendar is regularly reviewed to ensure the providers staff will be suitably qualified for the target registration dates set by the SSSC.  
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. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

It was observed that the self assessment was locality focussed and how the service meets the needs of the people who live in Motherwell locality.

### **Taking the views of people using the care service into account**

The Provider on behalf of the Care Commission distributed 200 satisfaction questionnaires to people who use the service and their relatives and carers.

87 completed SCSWIS questionnaires were received prior to writing this report.

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

Strongly Agree = 35.63%

Agree = 58.62%

Strongly Disagree = 1.14%

Disagree = 4.59%

Not Applicable = 0

A number of people who use the service have written comments on their SCSWIS satisfaction questionnaire:

"The staff are friendly and helpful and do their jobs well"

"All my carers are really nice and treat me with care and respect"

"Very pleased with the standard of service that I receive from the care staff"

"I am very pleased with the s

"Is it possible for times and dates to be arranged by the person in need of the care?

Perhaps not but you ask for suggestions".

"It would be better if there was more continuity of staff attending"

"Only fault is when you never know what carer is coming in when one goes off"

### **Taking carers' views into account**

Of the 87 completed SCSWIS questionnaires here are samples of quotes received from carers, relatives or friends of people who use the service

"Relative has been treated with courtesy and consideration"

"Happy with the service my relative gets but feel sometimes the staff need more time. Always very considerate"

"Have to say the care staff are not supervised in situ often enough and needs assessment not carried out often enough as needs can change quickly"

"Regular staff provide a good service, some comments are applicable to supply of carers during holiday and sickness periods, this need improvement".

"It would be better if there was more continuity of staff attending"

"Carers are excellent however Home Support Managers are making decisions which affect my relative without consulting us or seeing them. The care plan is out of date and we cannot speak directly to a manager and have to explain everything at least 4 times"

### 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**

Grade awarded for this theme: 5 - Very 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**

The individual who is accessing the home support service participates in a care assessment which will be completed by either social work or health employees. The referral and assessment is processed by the home support service and delivery is organised by the Home Support Manager (HSM).

The schedule of time and tasks is produced and communicated to the person using the service and the Home Support Worker (HSW) who will deliver the direct care.

Individuals receive a copy of their support plan along with a Welcome Pack, Introductory Letter and Information leaflets and this is retained in their own home.

The care service has a procedure for a 4 week and six monthly care service reviews which involve all stakeholders.

Since the last inspection the home support management team were part of a multi-disciplinary team completing the task of "file reading" and made home visits to interview people who use the service and their advocates regarding the accuracy of information held by the locality to improve outcomes for service users.

North Lanarkshire Council (NLC) makes available their many policies and procedures, including Participation Strategy and Corporate Plan, to the people who use the service and their carers. Their public offices 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 providers Complaints leaflet also provides space for comments and compliments. This service was observed

during the inspection and evidence of cards of "Thanks" regarding the service received or provided to members of the community.

The provider makes use of other communication tools, for example questionnaires, surveys, forums, "Self Assessment Consultation" to seek and gather customer feedback. All these meetings have an agenda and minutes with outcome action plans to aid continuous improvement of the care service.

People who use the service are invited to participate in the recruitment and appointment of potential home support employees through the Information Roadshows prior to the formal interview process.

In the process of completing the annual return and self assessment for the regulator in 2012 this care service completed telephone interviews with people who use the service and their advocates with a focus on questions pertinent to the themes and statements.

Motherwell Locality produced and distributed to people who use their services its first annual report. This report was titled "Annual Newsletter" and highlighted their achievements, in completing the creation of a more accessible public facing reception area on the main pedestrian street and other topics.

### **Areas for improvement**

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

The care service should continue to find suitable methods and levels of participation with people who use the service, their advocates and all stakeholders to enable the ethos of continuous improvement by Home Support Service in Motherwell.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### **Statement 3**

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

### **Service strengths**

As indicated at Theme 1 Statement 1 an individual assessment is completed by the appropriate professional which is then passed to the home support management team for delivery of care to be organised. A copy of the support plan is kept in the individual's home and the service delivered is reviewed after 4 weeks and every 6 months thereafter to ensure it meets the individual's specific needs.

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

The provider keeps information in paper format and electronic system "mySWIS" which also facilitates planning and organisational duties. During the inspection the contents of fourteen support plans were sampled and found to be clear and informative. They were inclusive of service user agreement, risk assessments and administration of medication. The content and details of the file kept at the individuals home are accessible to whom the individual feels appropriate and inform the support workers in their duties. The paperwork is inclusive of record keeping sheets for daily notes, financial matters and the administration of medication to ensure details of each visit and who visits is available for scrutiny.

"Reablement", goal setting and maximising potential, is accessible to and for the benefit of all people who use the service. This integrated style of service management, one Home Support Manager and Occupational Therapists, with high input and capacity to have weekly review meetings plus almost instant access to assistive technology and specialised equipment has positive outcomes for individuals. The service has capacity to support individuals to re-engage with independent living and self care in their own home and raise confidence levels to live in the community rather than to de-skill. The outcome is that people may continue to receive smaller packages of care from the mainstream service or not require any further support.

The locality Support Service, Care at Home and Housing Support, is involved in interagency working especially with housing and health colleagues for the benefit of the people who use the service, for example "Falls" project, District Nurse out of hours service, Community Alarm and other assistive technology.

The Learning and Development section deliver induction training plus ongoing mandatory and specialised courses relevant to employee's roles and responsibilities that have had appropriate checks completed prior to employment.

Support workers receive a staff handbook to be used as an aide memoir to give consistency of working practices; personal protective clothing and specialised equipment, to protect the wellbeing of people who use the service.

All employees receive individual supervision and employee development meetings as well as team meetings to aid the continuous development of the care service and organisation.

There is a framework of meetings which have a history trail through the minutes and action plan. These meetings include the monthly Authorised Providers meeting where discussions and reviews take place of the care delivery which is contracted from the locality to the private provider.

The continuous development of this care service is reflected in the appointment of two Home Support Managers for overnight support to the workforce and to make home visits where required across the geographical area known as North Lanarkshire and not solely the Motherwell locality.

There was evidence that the Complaints procedures were well used and the service and provider kept records appropriately and outcomes of investigations communicated to the complainant.

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.

### **Areas for improvement**

We note that this locality review minutes record the increase in frequency of reviews, for example variance between 1 - 3 years previously, some written records indicate an annual review, for example next review in 12 months summer 2013. The present "mySWIS system" provides frequency reports for whose review is due. It is the responsibility of management to audit and ensure that each individual's care plan is reviewed by Home Support Managers at least once every six month period while they are in receipt of the Motherwell home support service. (See requirement 1)

The local authority and the authorised provider have agreed the shared paperwork they propose to use for care records. We observed that there was a lack of clarity regarding what the "risk tool and record" is actually measuring. No clear indication having identified a risk how the risk then will be reduced or prevented if possible. We thought it was not clear enough to inform the reader what it was measuring and if it refers to the individual person who uses the service or the providers employee. For example is it health and welfare of the person or the member of staff delivering the service, environment, moving and assistance, administration of medication or falls. (See recommendation 1)

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 1

**Number of recommendations:** 1

### **Requirements**

1. The provider and management must develop and implement procedures to ensure that the registered service and their staff complete the six monthly review of all individual's personal plan as per the legislation.

This is to comply with:  
SSI 2011/210 Regulation 5(2) - Personal Plans

Timescale for improvement: To be completed within 3 months of publication of this report

### **Recommendations**

1. The support plan paperwork should clearly record the assessment of type of risk and the outcome of the decision making surrounding the identified risk and its reduction to inform all stakeholders.

National Care Standards, Care at Home, Standard 4 - Support Arrangements

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

### Statement 1

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

#### Service strengths

Please refer to Theme 1 Statement 1

#### Areas for improvement

Please refer to Theme 1 Statement 1

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

#### Service strengths

North Lanarkshire Council has a robust recruitment procedure to ensure the health and safety of people who use the service.

This locality has a stable workforce and recently has held a recruitment drive to fill specific roles and responsibilities.

The providers Learning and Development section provide and organise centralised annual training courses and this information is circulated as a training calendar accessible to all employees. Education and training is also facilitated by external providers.

Each individual employee has training records and there was evidence that relevant courses to individual's roles and responsibilities have been attended by home support staff from Motherwell locality:

- 5 day Induction for new employees supported by shadowing experienced home support workers

- Mandatory -Moving & Handling; Adult Support and Protection, Reablement
- Specialised - Communication & Swallowing; Palliative Care, Information Technology "mySWIS"
- Scottish Vocational Qualifications (SVQ) level 2 and 4 to allow registration with the Scottish Social Services Council and other recognised qualifications Management Pathway, Development Day

The provider has reviewed the uptake and drop-out levels for the SVQ courses and the outcome data has influenced the future study periods with an increase from 4 to 6 month duration for the benefit of supporting employees.

We attended one presentation of the "Roadshows" for home support workers delivered by the information technology and home care senior staff based at the provider's headquarters. These events were held during April and May 2012 and provided a focussed agenda regarding organisational structure, the way forward for the provider and a workshop to collect views and opinions of the support workers.

Prior to writing this report we received thirty-two completed SCSWIS Staff Questionnaires. Written quotes:

"Currently studying for SVQ 2 and facilitator training for Roadshows"

"I have had the opportunity to training courses including SVQ2 and Palliative Care"

"In last 12 months attended refresher courses and if there are new training courses"

"We attend many various training programmes throughout the year related to all aspects of our duties and care, which allows us to pass on to our clients which leads to us being able to carry out safely and professionally for both the client and provider"

"Have been to lifting and handling courses and stroke and dementia courses"

"HSW don't get enough time to get to service users especially when sent out of their area"

"Support plans are not always ready when a service user starts the service, may take up to 4 weeks or more before one is in place at their home. Sometime necessary equipment has to be ordered as not always available straight away. There is always plenty of personal equipment available"

"My line manager makes herself available to answer or action any concerns I identify in a timely and efficient manner"

### Areas for improvement

We recognise that the provider and locality management team has a copy of the training matrix for the delivery of Scottish Vocational Qualification (SVQ) courses. This is under constant review to ensure that the recognised qualifications are offered to meet the requirements of the Scottish Social Services Council (SSSC) for registration purposes of all care staff.

The unannounced spot checking by management of care delivery completed the dispersed workforce and their individual competency levels to implement the training received and adhere to work schedules relies in the majority of cases on the trust and professionalism of the home support worker rather than supervision through shadowing by line management. We observed that even though this locality has tried to improve the weekly balance of office to field work for each manager they continue to source solutions to increase the frequency to a desired daily event.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very 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

#### Areas for improvement

Please refer to Theme 1 Statement 1

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

#### Service strengths

The process and systems in Motherwell locality, along with experienced administrative staff and home support managers, supported by an increasingly sophisticated information technology system gives for a calm office atmosphere. We recognise that this type of office can be a noisy and busy place with phones ringing and conversations, as well as visitors to the room.

This locality service will soon move offices to be sited with direct access for the public from the main street in Motherwell. It will also offer managers an area to meet with their support workers.

The provider and Motherwell Home Support Service management team are committed to quality assurance for this locality and positive outcomes for all stakeholders, for example:

\* Home support managers (HSM) duty system. Quote "more structured; beneficial; lets HSM get on an even keel and out into the community to complete care plan

reviews and staff "patch" meetings and supervision sessions

- \* Statistics and reports from "mySWIS" the electronic information system to audit the efficiency and effectiveness of service, budgetary control and absence management in line with the provider's policies and procedures.

- \* Continuous improvements to "mySWIS" highlight changes to schedules and reduce the opportunity of double booking a support worker to carry out a time and task. The managers state that the improvements have helped to create capacity to leave the office and complete care plan reviews and spot check the quality of the delivery of care.

- \* Other improvements included automatic letter generation to accompany the mySWIS screens.

- \* This locality is proposing to pilot a new process relating the daily "duty" rota and duties involved.

- \* Employee training, supervision, development and "patch" meetings

- \* Provider holds "exit" interviews with employees again to improve the service

- \* Framework of meetings to aid communication between home support staff; social work; health professionals; authorised providers

- \* Staff spoken with all appeared stated that they were well supported by management through regular patch meetings and supervision

- \* Internal quality assurance process through complaints, absence management, budgets, accidents and incidents

- \* Publications and leaflets all provide an page for the reader to send their comments, compliments or complaints to the provider

- \* Provider uses surveys and questionnaires with people who use the service, their carers and staff

- \* Provider has policies and procedures including Locality Continuous Improvement Plan with a paper particularly focussed on the Motherwell home support service

- \* Home support managers participated with other social work staff in the process of "file sampling". This process is used to improve the quality of information stored for those persons who use the service through home visits to ask questions and review the data presently held. Staff spoken to enjoyed the experience and felt the documentation held by home support service was informative and accurate

We shadowed managers to the homes of people who use the service. These visits were for review purposes of the care service received and ensure it met the needs of the individual, their primary carer and extended family. At all times the views and choices of the individual were discussed and how to keep their independence and sustain their residency in the community. Dates were set for future reviews and action plans developed. We observed professional, motivated staff that was empathetic to the needs of all those present during these review meetings. The minutes of all meetings are recorded on the information technology system and can then be shared with other social work professionals.

There is a clear line management structure and staff had ease of access to their manager, administrative support and the provider's comprehensive policies and

procedures in paper or electronic format, best practice guidance and publications to assist their continuous development.

The provider has a system of formally acknowledging employees "Recognising Best Practice", for the person who has "gone that bit extra".

The provider has recognised quality assurance awards

- \* Investors in People

- \* Charter Mark

- \* International Award Dementia Services University of Stirling and La Fondation Mederic Alzheimer - "Overnight Team" - staff visit people who use the service and suffer from Dementia through the night thus providing reassurance for both them and their relatives

### **Areas for improvement**

There is a Quality Assurance system embedded in the ethos of this organisation and specific roles and responsibilities of staff are equipped to implement and action the outcomes. The grade for this statement reflects this provider's commitment and sustainability to audit the efficiency and effectiveness of the changes to the manner in which home support has been delivered in this locality since the last inspection.

We note that the provider strives for continuous improvement through provision of feedback pages via their publications including the Complaints policy and procedure but the internal records show a low uptake of said through the complaints/ compliments/ comments process even though this is a large customer based service.

Home support service confirms that they complete a care plan review after 4 weeks and 6 months. However, at the time of the inspection we observed a lack of capacity for managers to visit all service users and sustain their care plan is reviewed every six months as per the legislation. (See requirement 1 Theme 1 Statement 3)

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

Three complaints have been upheld or partially upheld since the last inspection. This report covers the statements and action taken by the provider for the continuous improvement regarding health and wellbeing of people who use the service; communication and information sharing.

### 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

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Staffing - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 3	4 - Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings
24 Jun 2011	Unannounced	Care and support 4 - Good Staffing 4 - Good Management and Leadership 4 - Good
31 Jan 2011	Announced	Care and support 2 - Weak Staffing Not Assessed Management and Leadership 3 - Adequate
25 Feb 2010	Announced	Care and support 3 - Adequate Staffing 4 - Good Management and Leadership 3 - Adequate
31 Mar 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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### Translations and alternative formats

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

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایں تسد یم ونابز رگی روا ولکش رگی د رپ شرازگ تعاشا ہی

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