

# Care service inspection report

## **Prestige Nursing - Care at Home**

### Support Service Care at Home

64A  
Bridge Street  
Newbridge  
EH28 8SH

Inspected by: Linda Taylor

Type of inspection: Unannounced

Inspection completed on: 7 February 2013



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## **Service provided by:**

P C Property Limited

## **Service provider number:**

SP2010010987

## **Care service number:**

CS2010252997

## **Contact details for the inspector who inspected this service:**

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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	5	Very Good
Quality of Management and Leadership	5	Very Good

### What the service does well

The service delivers a high standard of care and support resulting in excellent outcomes for people using the service.

### What the service could do better

The service should continue to work on developing participation to include stakeholders and staff.

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

The service had developed and improved its training for staff to ensure all care needs were met. There was an efficient and effective computer software system, which monitors staff training to ensure staff knowledge, and skills are up to date.

### Conclusion

It was very evident that the directors at Prestige are committed to delivering an excellent service and work hard to maintain the standards found during the inspection.

### Who did this inspection

Linda Taylor

# 1 About the service we inspected

Prestige Nursing-Care at Home provides a service to people living in the Edinburgh and West Lothian areas. The office premises are based in Newbridge, West Lothian. Prestige Nursing-Care at Home offers a range of care and support packages to help maintain people's independence to live at home.

The service has been registered with the Care Inspectorate since April 2011 and is a franchise of Prestige Nursing and Care whose head office is based in England.

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 5 - Very 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 low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

We wrote this report after an unannounced inspection, which took place between 10am and 4.30pm on the 30th January 2013. The inspection concluded on the 7th February between 10am until 2pm, including feedback to the directors. The inspection was carried out by inspector, Linda Taylor.

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the provider to complete and submit to us.

We sent 30 care standard questionnaires to the manager to distribute to people using the service prior to the inspection. We received 27 completed questionnaires.

We also asked the manager to give out 10 staff questionnaires and we received 7 completed questionnaires.

During this inspection process, we gathered evidence from various sources, including the following:

We spoke with:

- \* three people using the service service users (via telephone)
- \* four carers/ relatives (via telephone)
- \* the directors, one of whom is also the manager
- \* the branch nurse
- \* three members of staff, one in a private interview the other two via the telephone
- \* one professional involved with the service.

We looked at:

- \* three service user files including personal plans and risk assessments
- \* certificate of registration
- \* certificate of insurance
- \* quality assurance including audits
- \* computer software programmes for staff rotas and staff training
- \* one staff file
- \* accidents/incidents and complaint records
- \* information pack for service users

- \* participation strategy (this is the service's plan of how they involve people who use the service)
- \* minutes of the branch meeting
- \* medication policy and procedure.

### **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)

## **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 we graded them under.

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

We had a very good response from people who use the service and their relatives. The majority of comments were very positive. We sent out 30 questionnaires and the response rate was very high with 27 questionnaires returned. Of the people who responded, 13 were people using the service and 14 were from relatives or carers/friends.

Overall 27 people were satisfied with the service provided by Prestige. In the questionnaires, people either strongly agreed or agreed to 8 of the 11 questions, with 3 exceptions. 3 people disagreed that staff had enough time to carry out the agreed support and care. 5 people were not aware of the service's complaints procedure, and 1 person was not aware of the Care Inspectorate's complaints procedure. We did not have contact details for all the people to follow up on some of the comments made.

We spoke with 3 people who used the service by telephone and all were happy with the care provided by Prestige.

We found that the service reviewed care packages on a regular basis, and people felt that staff had enough time to deliver the care and support needed. We saw that the information pack given to clients at the beginning of their care package contained detail about how to complain and who to contact.

We have included further comments and views from people using the service throughout the report.

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

See above comments. We spoke with 4 carers/relatives by telephone and overall they were very positive about the service. Comments from carers and relatives are within the report.



## 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 service was excellent at ensuring people could participate in their care and support needs.

We concluded this from speaking to people who use the service (clients and relatives), from looking at quality monitoring processes, personal plans, information packs for new clients, the results from our questionnaires and speaking to staff.

Clients received information folders when they commenced the care package. People we spoke with told us that they found the folders very useful.

We saw an assessment that had taken place prior to the care package which highlighted the clients's needs and preferences, for example in personal care such as showering.

People told us that they had a care plan in place, which they had signed and that they were involved when changes to their care package took place. We found evidence of regular reviews taking place when we looked at the client files. Reviews occurred in some instances weekly or monthly. We saw that appropriate people were involved in the reviews and that their comments were taken on board by the service, for example relatives, carers, and social workers. The service was very efficient at updating people's care plans.

We found excellent processes in place to encourage participation, for example;

\* spot check visits which were unannounced

- \* telephone monitoring calls
- \* monitoring of staff performance by clients

The service was excellent at ensuring they had regular contact with their clients. People told us that regular visits took place and they confirmed that the directors, the branch nurse and co-ordinators all took part in spot check visits which occurred at least quarterly. Staff also confirmed that regular spot check visits occurred. We saw that the outcome of the visits were effective as changes were made, for example, care plans were updated, staff were told how well they performed in their practice.

The above processes meant that clients had regular opportunities to participate and have direct involvement in their care.

### **Areas for improvement**

The service should continue to develop the on-line web site for clients. The information folder needs some slight amendment so that the information about the regulator is correct.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

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

### Service strengths

We found the service was delivering a high standard of care with very good outcomes for people using the service. We graded the service as very good in meeting the health and wellbeing needs of people. We concluded this from speaking to clients, relatives, speaking to staff, looking at personal plans, including risk assessments.

People told us that Prestige was "an excellent service" and from the 27 responses we received from our questionnaires, 21 people strongly agreed that overall they were happy with the quality of care and support offered. Other comments made were, "very satisfied with the care I receive", "prestige is great...can't do enough", "they respond to our needs". People commented that there was consistency with staff, which people appreciated. We spoke with a professional involved with the service and they told us that the service was very good at ensuring consistency.

We looked at two client files, which contained the personal plan (which was an assessment of the care and support needed), the risk assessment and the care plan. There was some good detail about personalised care such as the types of toiletries a person liked, and their preferences for food and snacks. Staff wrote detailed daily notes about the care they had delivered. Staff told us of the good relationships they had with other professionals such as district nurses and occupational therapists and that they felt able to contact them when needed. Staff said that community staff could add comments to a communication book, which is in the client's home. Relatives and carers also have access to this. This system should enhance and promote continuity of care and encourage good communication.

The service had been in contact with a specialist nurse who was able to offer support to staff in caring for a particular client. We felt this was a positive outcome as it helped to improve staff knowledge, therefore delivering better care. Staff told us that they had found the training very helpful. The branch nurse informed us that they completed some of the assessments for clients; we felt this was a good resource as the nurse would be able to use her skills and knowledge to assess care needs and ensure effective care and support was in place.

Staff delivered a wide range of care and support, from personal care such as washing and dressing, to supporting people with meals. People told us that they thought the staff were very good and that they had good knowledge and skills to care and support clients.

Clients, relatives and carers made the following comments which demonstrates good outcomes for people using the service;

"My relative's carers are very well trained, they are exceptional individuals who meet my relative's needs and more". "We are 100% happy with the professional service provided by Prestige...staff are very approachable and friendly, and have a very nice manner when dealing with my relative".

"It is very reassuring to know that my relative's needs are being met in such a professional, caring manner".

"My relative's needs have changed and deteriorated recently and the service has adapted and kept us informed about their /any concerns".

### **Areas for improvement**

We noted in one file that the care plan and the risk assessment for moving and handling stated "use assessed equipment for all transfers". The care plan and the risk assessment should contain specific information about what exact equipment had been assessed as the most appropriate. Although the director showed us other information which staff take with them on visits (clients' descriptions) and, these did have additional detail, we felt the care plan and the risk assessment should include full details of all aspects of the person's care needs.

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

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 3: Quality of Staffing

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 staffing in the service.

#### Service strengths

The service was very good at ensuring people could participate in the quality of staffing in the service. We evidenced this from speaking to people using the service, speaking to staff, looking at client records and a staff member's file.

People who use the service told us that they were asked about staff and could complete a questionnaire which grades the member of staff from 1-10 (10 being the highest grade). The questions covered punctuality, appearance, professionalism, willingness, communication and quality of care received. We saw evidence that the director had followed up on a low score and had discussed this with the client. The director told us that the client had misunderstood the questionnaire. We found evidence in a staff file and from speaking to staff, that the information obtained from the questionnaires was used in a positive way to inform staff about their practice. This was undertaken at staff supervision sessions and through staff appraisals.

We felt it was a very good system to ensure that clients had a say about staff skills and practice, and that staff were given feedback about their performance, highlighting any training and development needs. The system had very positive outcomes for both clients and staff.

#### Areas for improvement

Consider involving clients or carers in the recruitment process, for example attending interviews, or preparing questions.

**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

We found the service to be very good at training its staff. We concluded this after speaking with people, speaking to staff and looking at training records.

There was very good induction programmes for new staff. The director informed us that new staff with no care experience had to complete a workbook as part of their induction. We felt this was a very good initiative to support and develop staff in their work. The workbook was similar to the Scottish Vocational Qualification process and was a very good foundation for care and support work. Staff told us that they had very good training opportunities and the manager / directors encouraged staff to complete e learning programmes.

There were very good facilities for training staff for example; the service employed a trainer who they used as required and there was a training room available, adjoining the office premises.

Staff informed us that they had mandatory training and this covered areas such as moving and handling, medication, health and safety and protection of vulnerable adults. There was computer software in place that highlighted when mandatory training was due. We saw how effective this was as one member of staff was receiving training at the time the inspection was taking place. The software could also highlight the scores staff achieved when completing e-learning workbooks. The director told us that if staff had a low score then staff are supported to improve and develop their skills.

There were very good systems in place to support staff in their work for example; staff received regular supervision and yearly appraisals. The branch nurse told us that she goes out to visits with staff to support them with different clients. Staff told us that they felt supported in their work.

The director told us that staff were matched to clients by looking at what training they had and their competency levels; this information is held on the computer system. This ensures that staff have the appropriate skills to deliver good quality care and support. People using the service told us that staff were skilled and knowledgeable. One relative commented " My relative's carers are very well trained, they are exceptional individuals who meet my relatives' needs and more".

The manager was completing the registered manager's award at college; so they have an appropriate qualification to manage the service and to be registered with the Scottish Social Services Council (SSSC).

### **Areas for improvement**

We discussed with the directors the need to move staff towards Scottish Vocational Qualification training so they would be eligible to register with the SSSC sometime in the future.

Communication with staff was mainly by emails or text and consideration could be given to having staff meetings and asking staff to provide areas for discussion on the agenda.

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

We found the service to be very good at involving clients and relatives in assessing and improving the quality of management and leadership in the service. We concluded this by speaking to people who use the service and their relatives, carers and by looking at the quality survey results.

We saw evidence that head office undertook annual quality surveys and that the results of the surveys were all very positive. People told us that they were very happy with the service and how it was managed. People were aware of the directors and that they took an active part in spot check visits.

### **Areas for improvement**

The service should continue its good practice of encouraging people to participate in the service.

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

**Number of requirements:** 0

**Number of recommendations:** 0



## 4 Other information

### Complaints

There were no recommendations or requirements made following the complaint.

### 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	6 - Excellent
Statement 3	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings
9 Nov 2011	Unannounced	Care and support 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

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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