

Care service inspection report

Premier Healthcare

Support Service Care at Home

13 West King Street

(1 up right)

Helensburgh

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Telephone: 01436674477

Type of inspection: Unannounced

Inspection completed on: 7 November 2014



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Service provided by:

Dorothy MacLeod trading as Premier Healthcare

Service provider number:

SP2008009687

Care service number:

CS2008173018

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0845 600 9527 or email us at enquiries@careinspectorate.com

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	6	Excellent
Quality of Staffing	6	Excellent
Quality of Management and Leadership	6	Excellent

What the service does well

Premier Healthcare continues to offer and provide an excellent service to people who use the service and their relatives. Feedback from service users, relatives and other stakeholders was very positive and the staff and management go out of their way to deliver a high quality service.

What the service could do better

The manager should make an application to vary the conditions of registration to facilitate providing a service to people under the age of 65 years. The manager should continue to develop the operational improvement plan.

What the service has done since the last inspection

The service has been registered to provide a day care service which may commence in the New Year.

Conclusion

The service continues to perform to an excellent standard and provides a very valued service to the people who use it.

1 About the service we inspected

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.careinspectorate.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.

The history of grades which services have been awarded is available on our website. You can find the most up-to-date grades for this service by visiting our website, by calling us on 0845 600 9527 or visiting one of our offices.

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.

Premier Health Care was registered on 3 July 2008 to provide a Support Service - Care at Home. The service provides support including personal care to people in their own homes living in the Helensburgh area. The service operates 24 hours 7 days per week.

The aims and objectives state that they promote independent living, deliver care in a non-discriminatory manner and provide a flexible, responsive and non-intrusive service.

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

Quality of Care and Support - Grade 6 - Excellent

Quality of Staffing - Grade 6 - Excellent

Quality of Management and Leadership - Grade 6 - Excellent

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 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 following an unannounced inspection that took place over two days. The inspection was carried out by one Inspector. The inspection took place on 27 and 30 October.

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 40 care standards questionnaires to the manager to distribute to service users and their relatives/carers. Service users and relatives sent us 27 completed questionnaires. We also sent 20 staff questionnaires to the manager to distribute to staff and we received 11 completed questionnaires.

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

We spoke to:

- five service users
- two relatives
- two support staff
- the provider/manager
- the care co-ordinator

We looked at:

- service user and relative satisfaction and quality questionnaires
- the quarterly newsletter
- staff questionnaires
- minutes of a staff meeting
- minutes of review meetings
- service user support plans
- daily logs
- staff visit rotas

- complaint records
- medication administration records
- staff training records
- staff supervision records
- records of accidents and incidents
- staff induction hand book
- the quality assurance file

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

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 manager. We were satisfied with the way the service manager had completed this and with relevant information they had given us for each of the headings that we grade them under.

The manager identified what they thought they did well, some areas for development and any changes they planned. The self assessment gave a good indication of how the people who use the service had taken part in the self assessment.

Taking the views of people using the care service into account

"The wisest thing I have ever done is to contact Premier Healthcare"

"Members of staff can vary just as much as clients can vary. Therefore it is important that selected partnership i.e. client to carer is maintained as much as possible. In addition, also need matched with suitable and capable carer to fill individual need. This would be ideal but sometimes care managers are overloaded with clients or under staffed with carers. Every area can have variance of age and need. To avoid this depends on good management and constant checking and standby programme for such happenings. Fortunately Premier Healthcare have proved themselves adequately in such circumstances. Management is in touch with individual clients and their attitude is fully reflected by most of the staff"

"Very happy with the care I receive from the carers"

"Although I haven't suffered, the carers are often under pressure as they have no travel time to get to their next appointment as we live outside Helensburgh"

"We have a wonderful service and I'm very grateful for it"

"I have no complaints about my carers. They always cheer me up when I am having a bad day"

"I am very happy with the care I receive, I am well looked after. I get on very well with my carers that come into me, all my needs are met"

"Very happy with the service"

"A first class service".

Taking carers' views into account

"My relative's care plan works extremely well. The amount of time has recently been increased to cope with my relative's needs. A great deal of credit for this attaches to the efficiency, flexibility and excellent staff selection practiced by Premier Healthcare. I cannot sing their praises highly enough. They are great. Overall a really great service which has allowed my relative to remain in their house for their final years"

"Overall I think my relative is very satisfied with their care. Sometimes carers find difficulty in access which is the fault of the care line entry system. The carers are always kind and caring and always do their best given their constraints of time"

"All staff are caring, respectful, friendly and as far as I can tell very well trained. It is a pleasure to deal with all of them"

"Premier run an excellent service, and very much care about the people they look after. They carefully select and match carers to clients and I know that is highly valued by my elderly relatives who regard many of the carers as close friends. The management of carers has been fast to respond to my relatives' needs....I could not have managed without Premier carers. The provider and care manager not only keep me fully and rapidly informed of problems, but take fast and appropriate action with contacting social work and relevant health agencies"

"I am very happy and reassured that Premier Healthcare know my relative's preferences and needs and liaise with us on a regular basis, and whenever an urgent matter arises. I am very content with the care provided for my relative".

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: 6 - Excellent

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 performing to an excellent standard in this Quality Statement. We decided this after we spoke with service users, relatives and staff. We looked at the service's participation policies and procedures including quality questionnaires, service user reviews and responses to comments and complaints.

The quarterly newsletter is sent out to all service users and contained good information about staffing and recruitment, developments to the service including the application to register a day care service and ways to comment about the quality of the service.

Service users have an information pack which includes information on how to complain or make comments about the service, contact details of advocacy services and the Care Inspectorate.

Care reviews were taking place and the care coordinator attends all care reviews with social work.

Quality questionnaires had recently been sent to service users and relatives and the manager informed us that she was developing an action plan to address any issues arising from the questionnaires. We noted that comments about the service were very positive from service users and relatives.

One service user commented that "My quality of life has improved since I started using Premier Healthcare".

Areas for improvement

The manager told us that attendance at stake holders' meetings was poor and she was looking at ways to improve participation and engagement through questionnaires and letters informing stakeholders of changes and improvements to the service. Transport would be provided to service users to encourage them to attend the next stake holder meeting.

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

The service was performing to an excellent standard in this Quality Statement. We spoke to service users, relatives and staff. We looked at support plans including minutes of reviews in the office and in service users' homes. We inspected medication administration records, accident and incident forms, risk and health care assessments.

We looked at service users' support plans and found that they contained some very good information on personal preferences and daily routines. Health and risk assessments were person centred and detailed interventions and observations to reduce risk. Service users spoken with knew they had a support plan and had contributed to it.

We sampled the daily logs in service users' homes and noted that all visits and tasks undertaken by staff had been recorded. Further actions to be taken were also noted. Daily logs were written in a non judgemental and respectful manner.

Support staff told us that they were aware of the importance of promoting service users' health and wellbeing and had a good rapport with the local community nursing staff and regularly assisted service users to arrange GP and hospital visits.

Areas for improvement

We advised the manager that she should apply for a variation in the service's registration to provide a care service to people who are aged under 65 years old.

The manager should further develop medication administration systems including making medication recording systems more robust and recording staff competencies to administer medication.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

Statement 1

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

Service strengths

See Quality Theme 1 - Statement 1.

Areas for improvement

See Quality Theme 1 - Statement 1.

Grade awarded for this statement: 6 - Excellent

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 that the service was performing to an excellent standard in this Quality Statement. We spoke to service users, relatives, staff and management. We looked at staff training files, staff personnel files and notes from supervision meetings with staff.

Staff regularly received supervision and their performance and competency is assessed and recorded in "Unannounced Observation of a Care Worker at Work" form in service users' homes. Staff had the opportunity to discuss the service users that they support. Supervision and appraisal notes detailed discussions on training, development and practice based issues. We found that there was a strong emphasis placed on professional and personal development and management were keen to provide training opportunities for staff.

Responses from staff questionnaires and staff spoken with indicated that motivation to do a good job and morale was very good. They felt they had excellent support and guidance from management and senior staff.

Staff recruitment files evidenced that two references and disclosure checks had been sought prior to commencing employment.

Staff had undertaken a range of training including moving and handling, dementia awareness, infection control and food hygiene. Staff had attended palliative care training led by the local palliative care nurse and the dietitian had been involved in training staff.

One worker commented that, "I really enjoy working for Premier Healthcare. In my experience they provide an excellent service to their clients and they are continually looking to improve and maintain high standards of care"

Areas for improvement

The manager had identified the benefit of involving service users and relatives in staff recruitment and training.

We signposted the manager to the "Promoting Excellence for caring for people with dementia" document which would be useful as a staff training resource. The policy on abuse should be updated to reflect local adult protection procedures and best practice guidance. The manager informed us that adult protection training is to take place in the near future with the Local Authority.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 6 - Excellent

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

See Quality Theme 1 - Statement 1.

Areas for improvement

See Quality Theme 1 - Statement 1.

Grade awarded for this statement: 6 - Excellent

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

We found that the service was excellent in the way service users, relatives and other stakeholders are involved in assessing the quality and performance of the service. We decided this after we spoke with service users, relatives and staff. We looked at the quality assurance tools and action plans that the service used to assess and continuously improve the service.

Service users and relatives made several comments about how they are consulted in the choice of care staff and their performance. Responses from service user's and relative questionnaires were very positive about the quality of the service and staff.

Regular team meetings took place and a range of topics were discussed including service users' support, training, confidentiality and the Scottish Social Service Council's Codes of Practice. Staff had completed in-house questionnaires and their views had been sought on the quality of the service and ways to improve it.

We found that the management and staff were proactive in ensuring service users were receiving sufficient care and support, for example minutes of care reviews evidenced that as service users' needs increased social work services were approached to request more frequent or longer visits.

Team leaders undertake regular spot checks and observation of staff care practice in service users' homes. Spot check observations are recorded and actions noted if there is a requirement to improve practice. Medication administration procedures and recordings were audited and action plans developed.

A comments and suggestion box had recently been installed in the office and had been used by staff and service users.

Areas for improvement

The service is currently performing to an excellent standard and should continue to develop the operational improvement plan.

Grade awarded for this statement: 6 - Excellent

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

No additional information recorded.

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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Staffing - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Management and Leadership - 6 - Excellent	
Statement 1	6 - Excellent
Statement 4	6 - Excellent

6 Inspection and grading history

Date	Type	Gradings
20 Nov 2013	Unannounced	Care and support 6 - Excellent Staffing 6 - Excellent Management and Leadership 6 - Excellent
8 Mar 2013	Unannounced	Care and support 6 - Excellent Staffing 6 - Excellent Management and Leadership 6 - Excellent
27 Apr 2010	Announced	Care and support 5 - Very Good Staffing Not Assessed Management and Leadership 5 - Very Good
7 Apr 2009	Announced	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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Translations and alternative formats

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

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