

## Flexible Respite Support Service

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Telephone: 01896 757007

Type of inspection: Unannounced  
Inspection completed on: 13 October 2017

**Service provided by:**  
Flexible Respite Ltd

**Service provider number:**  
SP2014012350

**Care service number:**  
CS2014330598

## About the service

This service registered with the Care Inspectorate on 12 October 2015.

Flexible Respite provides independent social support to adults and older people and short-term relief for caregivers across the Scottish Borders. The service operates from an office base in Tweedbank near Galashiels. It is registered as a care at home support service.

The provider's description of the service states:-

"With us you can be assured of a quality, cost-effective and professional service, offering the assistance and time you need with the dignity and respect you deserve.

We will provide someone reliable and professional to support you throughout the day with social care, light domestic chores and where appropriate assistance with individual personal needs.

If you or a relative cares for an elderly relative and would benefit from respite and quality time to your/ themselves our service would stay in the home or go out to support your loved one".

## What people told us

We sent Care Inspectorate care standard questionnaires to 12 clients and received eight completed questionnaires back. We saw two had been completed by people who use the service and six had been completed by relatives.

Below are responses to a sample of the statements we asked people to score against on the questionnaires:-

"Overall, I am happy with the quality of care and support this service gives me" - 100% agreed.

"Staff treat me with respect" - 100% strongly agreed - clients we met also confirmed this.

"I am confident that staff have the skills to support me" - 100% either strongly agreed or agreed.

"The service checks with me regularly that they are meeting my needs" - 100% either strongly agreed or agreed.

### Additional comments made on the questionnaires included:-

"I have been my relative's full time carer for seven years, with no help at all, and now to have Flexible Respite's help is just wonderful - you have no idea how much this means to me. I really appreciate the assistance of flexi staff - all so caring and helpful. They cannot do enough for us. They have taken a load off my shoulders"

"In my opinion the care provided by Flexible Respite is excellent"

"Flexible Respite is streets ahead in the borders. It's exactly what care is needed. Nothing is too much bother. My relative, with dementia, looks forward to their visits and treats them as family friends. Cannot rate them highly enough"

"Flexible Respite reflect their business name in what they offer. They have been a delight to work with and have been extremely tolerant and understanding of my relative's dementia"

"On the whole I am very happy with Flexible Respite. Any problem (always very small) has been quickly dealt with - I'm pleased to say that I get on well with my carers"

## Comments from clients and relatives we visited during the inspection included:-

"I look forward to the workers coming - I'm fairly isolated here and I enjoy chatting"

"If any concerns they are dealt with discreetly"

"I would give the service a grade of 5 - very good"

"The service is excellent - I couldn't fault it"

## Self assessment

We are not asking services to submit a self-assessment for this inspection year. Instead, we will ask services for their improvement or development plan and discuss any improvements they may have made or intend to make since the last inspection.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

## What the service does well

People who experienced care and support and their representatives expressed high satisfaction with the service provided.

One family carer stated "Flexible Respite has been a god send - they have given me much needed breaks"

The matching of the supported person and respite worker was important to the service.

One relative stated "They really go the extra mile to ensure carers are matched to the person requiring the service".

Workers were introduced to new people prior to delivering support which allowed both parties to get to know each other and gave reassurance to the supported person.

There was good continuity of staffing with care and support being provided by a small consistent team. This enhanced the development of positive relationships and trust. People knew beforehand who would next be visiting them. One person, with memory difficulties, had a picture rota made up of photographs of the workers.

When there had to be a last minute change of visiting worker or if the visit had to be delayed the person using the service was contacted and kept up to date with the changes. This ensured the person did not experience any anxiety.

There was very good communication between the service, people using the service, and their representatives.

One relative stated "The communication from Flexible Respite is excellent and more important than anything I trust them with my dearly loved relative"

People's health and well-being was monitored well. Any concerns were reported to management who then progressed the concern with either the person themselves, their representatives, social work and/or health professionals.

One relative stated "They always keep me updated on things and I am also very happy with the support my relative has received".

Support was tailor made to suit the person. This was reflected in support plan information which was up to date and meant workers always provided the appropriate care and support to each person incorporating their preferences and routines.

Newly appointed respite workers had been recruited in a safe and robust manner. Suitable references and checks were obtained prior to lone working.

Respite workers told us they were supported very well by their managers.

"The management have such a positive outlook. This makes me feel secure and actually very excited and enthusiastic to work for them".

Service management demonstrated a commitment to provide high quality care and support to people and to providing good working conditions for their workforce.

## What the service could do better

Tighter timescales in relation to completing training with observations of competency, spot checks and supervision being part of the process would improve the induction process. This will better support the new worker and identify areas where additional training may be needed.  
(see Recommendation 1).

Policies and procedures currently in place need to be reviewed to become more tailored to the actual service being provided. Certain policies and procedures need to be further developed. Additional policies and procedures need to be drawn up to support current practices.  
(see Recommendation 2).

The service planned to develop auditing systems for quality assurance purposes. We will follow this up at the next inspection.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 2

1. To ensure new workers are confident and competent to undertake their role the provider should closely monitor the induction process. This should include (but not restricted to) the following:-

- a) set timescales for completing mandatory training;
- b) complete competency assessments and spot checks and undertake one to one supervisions at key stages of the induction process e.g. a competency assessment and spot check after the second week of lone working.

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

2. To ensure policies and procedures are relevant and effectively support the service the provider should make sure policies and procedures are:-

- a) Reviewed so they are relevant to the actual service and up to date;
- b) Further developed where necessary;
- c) Drawn up to support current practices;
- d) Given a future review date.

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

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
6 Sep 2016	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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