

The Good Care Group Scotland Ltd Support Service

Unit 14
Evans Business Center
Harvester Road
Newbridge
EH28 8LW

Telephone: 0131 603 9710

Type of inspection: Unannounced
Inspection completed on: 22 September 2017

Service provided by:
The Good Care Group Scotland Ltd

Service provider number:
SP2011011730

Care service number:
CS2011304242

About the service

The service has been registered since July 2012.

The Good Care Group is registered to provide a care at home service to people within their own home. The provider has chosen to do this on a live in basis. The service offers personal care and support to predominantly older adults.

The service has an office base in Newbridge, Edinburgh from which it coordinates care throughout Scotland and the Isle of Man.

The Good Care Group has an affiliated company based in London which is registered with the English regulator, The Care Quality Commission. The London office provides a 24 hour call line for The Good Care Group in Scotland's staff and clients.

The services stated mission statement is 'to provide the highest quality in home care and support services, enabling the elderly to enjoy staying safely in their own homes and own community for as long as possible'.

What people told us

At the time of the inspection there were 39 people using the service. The clients were geographically spread from the North of Scotland to Dumfries and Galloway. We spoke with 4 people who used the service when we visited them at home.

We also sent 30 questionnaires for the service to give to clients and their families. We received 16 responses. These had been completed by relatives or friends on behalf of the person using the service. One comment made highlighted the bespoke nature of this service;

" The Good care Group gave us hope at a point when we were being told that my mother would not cope at home and would need to move to a residential home. They have been optimistic, positive, professional and supportive from the start. A willingness to help and problem solve, along with a flexibility to approach epitomises what they do. Both carers and management are polite, responsive and genuinely care about my mother's wellbeing, physical and emotional.... I have nothing but praise and gratitude for them ".

We also spoke with a further 10 relatives during the inspection either by telephone or face to face and contacted 2 more relatives by email.

Everyone who responded to the questionnaires agreed or strongly agreed that overall they were happy with the quality of care and support this service gives them. Comments we received from visits, telephone calls and emails confirmed this view.

Relatives we spoke with were overall pleased with the service. Comments included:

" We had a few problems at the start with carers who did not stay.. We now have a lovely carer who is experienced and is getting on with my (relative) very well.",

"Very pleased with the degree of care the group takes to meet the client's need. Family are fully involved in the client care plan review process.",

"... performance of both management and staff has been meticulous throughout, and my (relative)... has nothing but praise for her carers.",

"Living-in is very specialised and so much is about personality and shared interests. The Regional Care Manager is excellent, and I know (my relative) is better at home-where he wants to be-rather than in a home of some sort. The carers adapt to his changing needs.",

" At present I have two excellent carers looking after my (relative). The manager is excellent and very responsive in dealing with calls and emails promptly. The carers seem to feel well supported by the manager and office staff."

All of the clients we visited in their own homes were very pleased with the service and their carers. Clients told us the service had allowed them to live in their own homes which was where they wanted to be. They told us how the service allowed them to continue their interests and hobbies and live as independently as possible. Comments included:

"It is reassuring to have someone in the house. My new carer started in the middle of June and couldn't be better. Absolutely delighted with the service.",

"I have used another service, so I can compare, I would say The Good Care Group is superior. At the moment things are going well. The manager is a very competent lady who pops in regularly and communicates with me and my family".

Self assessment

We are not asking services to provide self assessments this year while we review how we inspect services in the future. We discussed the plans for the future development of the service with the director for Scotland.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

The Good Care Group provided personalised, live-in care which met individuals needs and preferences. The number of clients continues to grow. Growth is well-managed and the service has maintained and improved during this growth period.

Families said that contact with the management team was very professional from the initial set up and the terms of the service were explained clearly. Often families were in crises when they contacted the service and said they were pleased with how quickly and smoothly a service could be set up.

A comprehensive assessment of needs was made prior to the service starting. The support plans kept in peoples homes, reflected how the care should be given as well as their needs and choices. This information helped staff give the right care.

People using the service described the staff who looked after them as caring, attentive and reliable. Both clients and families said that once a client carer match was found that they had confidence in the people who supported and cared for them. We saw that carers were courteous and respectful to their clients. Staff treated people and their homes with respect. Support was given to help clients with all aspects of their lives including maintain their daily routines, maintain relationships with friends and family and develop and maintain their interests and hobbies. This improved the quality of peoples care and the quality of life they experienced.

Medicines were managed safely and effectively. People were supported to eat healthy, balanced diets and the risks of under nutrition were assessed and managed.

The risk of skin damage was well recognised and prevention strategies were in place. The risks of falls and fractures was balanced with the promotion of independence and risk was assessed and managed for each individuals circumstances.

The live-in carers were adaptable and sensitive when they described how they carried out their work. They said their training was comprehensive and prepared them well. Recent changes had strengthened how well they felt they were supported locally. For out of hours emergencies carers said they had the reassurance of the London based call centre for advice and support. By working with experts the provider promoted best practice in care. Staff accessed this information in a range of ways such as through electronic learning, newsletters and face to face annual training updates.

Working groups provided a forum for care staff to share their experience of working with the company. This highlighted where staff felt the company worked well and where they thought improvements could be made. The views gathered were shared with all staff and action had been started to further investigate and address some of the issues highlighted.

The management team were prepared for the forthcoming Scottish Social Services Council (SSSC) requirement for all care staff to be registered. They were in talks with providers to ensure care staff had access to a Scottish Vocational Qualification (SVQ) where needed.

We found the service was responsive to changing needs and staff acted appropriately and in a timely manner to changes in clients health conditions. We found examples where good relationships had been established with health care professionals to support the client to live at home and allowed the carers to access equipment more easily to help with this.

Clients and families were involved in decisions about care appropriately. Consent and capacity was better understood and had been translated into practice. There was regular review of the care and records kept to make sure both continued to meet peoples needs and were up to date.

Families said that communication was good with both the carers and the management of the service. The management team were responsive to any concerns raised and we found that complaints were addressed appropriately.

Staff recruitment had been improved to ensure that professional register checks were carried out. Following the last inspection extra quality assurance checks had been introduced to ensure the recruitment policy was followed and that recruitment was as safe as it could be. The recruitment and selection process was safe and effective. The recent appointment of a recruitment adviser based in Scotland strengthened the quality assurance and the development of local recruitment. Feedback from clients, families and staff suggested local recruitment could improve retention of staff.

The quality of care was supported by a range of audits and these led to improvements to care and improvements to the wider business.

A risk register had recently been developed and implemented. This was an excellent way for the management team to keep an overview of potential risks for clients and helped them to take positive and timely preventative action.

What the service could do better

Surveys results could be made more meaningful for Scotland. Responses from Scottish based clients were low and it was difficult to generalise the comments made by all of the clients throughout the UK. The information gathered could be more meaningful if comments could be attributed to specific areas of the UK and action taken for that area. Quality assurance telephone call information was used to improve the care of individuals service but was not analysed to identify trends or patterns in a formal way. We made suggestions on how this information could be looked at with a view to improving the wider service. This did not detract from the excellent way the service responded to each individuals needs.

Improvements could be made to the financial arrangements which were made for a clients shopping. The management team agreed to make alternative arrangements to reduce the risks for client and staff.

Prospective employees were interviewed by several staff throughout the recruitment process, sometimes on a one-to-one basis. Although it is possible for interviews of prospective employees to be conducted by a single person it is not recommended. It is better to have a minimum of two interviewers. The in-house recruited agreed to look at how this could be achieved.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings								
9 Jan 2017	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	Not assessed
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