

## Eidyn Care Limited Support Service

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**Type of inspection:**

Unannounced

**Completed on:**

30 April 2019

**Service provided by:**

Eidyn Care Limited

**Service provider number:**

SP2016012814

**Service no:**

CS2016351640

## About the service

The service registered with the Care Inspectorate in April 2017.

Eidyn Care Limited provide care at home to people who have a life limiting diagnosis and who have end of life care needs in Edinburgh.

Now in its second year, they have gradually grown and were delivering support to 28 people at the time of inspection.

Eidyn Care is a family run business set up to enhance the care already provided by existing healthcare providers, allowing clients to live life with dignity and respect in the comfort of their own homes.

'Together with our passionate team of caregivers our biggest commitment to you is offering discreet, dignified care in your own home, and this is embedded in everything we do.'

The service's core values are dignity, respect, honesty, compassion and integrity.

## What people told us

We received eleven completed questionnaires from a sample sent out. Ninety percent told us they strongly agreed or agreed that overall they were happy with the quality of care and support the service provides. Some of these questionnaires were completed by relatives.

We visited or spoke on the phone to eight people who use the service and to six relatives of people receiving support.

People spoke very positively of the service.

A sample of those comments include:-

'Eidyn Care is a wonderful organisation'

'The carers are very respectful, good time keeping and considerate'

'Eidyn Care provide a level, standard and quality of care that others should adhere to'

'Eidyn Care take time to pay attention to detail, they are very flexible'

'I live alone, the care I receive is excellent'

'I have been delighted with the great support Eidyn Care have provided'

'We find them absolutely superb'

'Well trained, well mannered and considerate'

'Every aspect of support is great'

One person said;  
'Happy with 80% of carers. Carers change on a regular basis so keeping track of names can be difficult. Not happy with care givers being very young'

## Self assessment

There was no requirement for the service to provide a self assessment for the inspection year 2019/20.

Issues relating to quality assurance, feedback from people using the service and their relatives along with the quality of the service's improvement plan are all considered throughout the inspection.

From 1 April 2018, the new 'Health and Social Care Standards' have replaced the National Care Standards. These seek to promote and improve outcomes for people who experience care. Services should now be providing support in accordance with the guidelines outlined therein.

These are:

- 1: I experience high quality care and support that is right for me.
- 2: I am fully involved in all decisions about my care and support.
- 3: I have confidence in the people who support and care for me.
- 4: I have confidence in the organisation providing my care and support.
- 5: I experience a high quality environment if the organisation provides the premises.

<https://scotgov.publishingthefuture.info/publication/health-and-social-care-standards-my-support-my-life>

## From this inspection we graded this service as:

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

## What the service does well

Eidyn Care had grown steadily over the past two years and had maintained the excellent level of quality that delivers positive outcomes for people experiencing care and their relatives.

People told us they were extremely happy with the personalised support provided. They had confidence in the provider allowing them to feel safe and maintain their independence in their own homes.

'Eidyn is all about the person, I'm incredibly impressed with their approach.'

'I can truly say they are like my second family, nothing is too much trouble, I'm so lucky to have found them.'

Staff were caring, courteous and respectful to people whilst supporting them and the person's overall wellbeing was an important part of the visit.

One person told us:

'I was feeling lost but Eidyn Care allowed me to find myself again'

Most people told us they had a good continuity of staff, one person commented:

'I can only say we find them superb, they respond immediately, I did have a large number of people coming but it's improved now so I'm delighted.'

Continuity allowed people to experience the right care at the right time from staff they knew.

Staff told us they would always be introduced to a new client by a manager or their mentor prior to visiting alone.

People's support plans had comprehensive information that was easily updated electronically. Updates were monitored at the office meaning people had responsive care and support. They were able to influence their plans which detailed what was important to them now and in the future.

One plan gave clear instructions for positioning of a persons sling during transfers which had been amended following feedback from a relative:

'the white loops achieve a better upright position for X and the Occupational Therapist has confirmed this change'

Staff commented they found the system, which was encrypted to protect confidentiality, easy to use.

Opportunities for staff to develop meant people could feel reassured about staff's skills and knowledge for example there was a Dementia and Motor Neuron Champion.

Some staff told us:

'I'm a mentor and support new starts until they feel confident. Also looking at being an MND champion'

'My mentor keeps in regular contact with me.'

The majority of staff told us they felt well supported and listened to and that communication from management was very good.

'I've worked for years in care and it's brilliant here, it's like a family, I feel supported. They are fast at responding to any concerns.'

During a meeting the manager used their knowledge and experience of end of life care to help staff reflect and develop practice following a recent situation.

Quality assurance systems provided information that helped the manager identify opportunities to develop and learn, continually striving to improve people's experiences.

We discussed with the provider the risks involved when staff are handling people's cash monies to purchase small items of food shopping. Although this happens infrequently, the provider added this onto the system during the inspection as a task so that any transactions are recorded from now on. Having this clearly documented and audited means that this process is safe for all.

Resources and different posts in the office had increased as the service has grown. We have confidence that these posts will quickly become embedded and will add to the positive culture of continuous improvement.

## What the service could do better

We saw good plans being reviewed regularly as things changed for people, however, the provider should ensure that a six monthly review takes place for everyone. These review meetings should include the client and any significant people they want to attend particularly those who have a third party legal responsibility. This review should be recorded as such and any discussions or outcomes noted.

Staff received regular refresher on mandatory training including manual handling. Some staff had completed dementia training to skilled level. Although this was very good to see in place, the service could improve this further by having all staff trained to this level and to consider dementia champions trained to enhanced level.

Specific training booklets relating to conditions of people experiencing care were available to staff. We discussed the low uptake of staff completing these and the service had recently put in place a time frame for completion. Encouraging more staff to complete these training booklets would help staff understand how to care for people well.

Although managers are reflective of their practice, they would benefit from collating feedback from client surveys to feed into future development plans.

## 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](http://www.careinspectorate.com).

## What the service has done to meet any requirements we made at or since the last inspection

### Previous requirements

There are no outstanding requirements.

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

There are no outstanding recommendations.

### Inspection and grading history

Date	Type	Gradings
9 May 2018	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good

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