

Stewartry Care Support Service

Unit C Millisle
Craignair Street
Dalbeattie
DG5 4AX

Telephone: 01556 504 699

Type of inspection:

Unannounced

Completed on:

22 July 2019

Service provided by:

Stewartry Care Limited

Service provider number:

SP2003002552

Service no:

CS2004071623

About the service

Stewartry Care delivers a care at home support service to adults living in their own homes across Dumfries and Galloway including Dumfries, Castle Douglas, Dalbeattie, Kirkcudbright and Gatehouse of Fleet. The service registered in August 2004 with the Care Commission and transferred its registration to the Care Inspectorate when it formed on 01 April 2011. The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The provider, Stewartry Care Limited, is an employee owned company, which means all members of staff have shares and a stake in the company. The service aims and objectives are to ensure the care and support staff provide will meet the needs of each service user as identified in their support/care plan, that each service user has lifestyle choices and to promote service users' independence and maintain their dignity.

The organisation is based in Dalbeattie and from their offices the registered manager and team members organise and oversee support staff working in the community. In addition to the care at home support service Stewartry Care offer a foot care service and an out of hours responder team.

Stewartry Care are committed to supporting the local community and adding value through a variety of fundraising events, activity afternoons and workshops. The service has recently purchased a wheelchair accessible vehicle and continue to regularly host coffee afternoons in Dumfries and Castle Douglas with the aim of reducing isolation and supporting friendships.

What people told us

We visited nine people in their own homes and spoke with a further four family members about their experiences of receiving support from Stewartry Care. An inspection volunteer telephoned and spoke with six people using the service and three relatives to get their feedback on the quality of care they had experienced. Feedback in care standards questionnaires from 29 of the people supported or their relatives was positive. We also asked for the views of staff and professionals during the inspection.

When asked people told us how highly they valued the care staff and really appreciated the reliable and good quality support they received, telling us how caring, considerate and genuine the staff were and that they could not manage without the support which they felt was excellent.

Examples of comments were:

"Happy with the support I receive, it works well"

"Excellent, care company and NHS both excellent"

"Service makes a huge difference to me, help and advice are always there, they are genuine carers"

"I am more than satisfied with the care I receive; I am full of admiration and gratitude"

"The service makes a huge difference to us, I couldn't manage on my own"

"There is a lot of consistency, very reliable, let us know of any changes"

"I'm very happy with the care, they are very good, help with different things, they look after my needs"

"Perfect could not ask for anything more"

"Absolutely excellent, never had a complaint"

"I think its very good, excellent in fact, on occasion they go beyond the call"

"We have a good natter, they are all very respectful"

"They make her feel comfortable, she loves them all, Stewartry girls are exceptional in their care"

Self assessment

The service was not asked to complete a self assessment in advance of this inspection. We looked at their development plan and quality assurance systems. These demonstrated their priorities for improvement and how they were monitoring the quality of provision within the service. The service was not asked to complete a self assessment in advance of this inspection. We looked at their development plan and quality assurance systems. These demonstrated their priorities for improvement and how they were monitoring the quality of provision within the service.

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

We found Stewartry Care were delivering an excellent quality of care and support that meets people's assessed needs and enabled people to continue living in their own homes. People can expect to receive high quality care and support that is right for them and to experience compassion, dignity and respect. We observed competent, efficient, warm and compassionate care being delivered. One person told us "I wouldn't have made it this far without them, everything they do is for my benefit, marvellous, they go the extra mile, they do everything for me". Several people told us that without the carers they would have to live in residential care and relatives talked about how much more difficult it would be to cope without good reliable care, "we can trust and rely on the carers, they are good lassies, we couldn't do without them".

People can expect to have a personal plan that is right for them because it sets out how their needs will be met as well as their wishes and choices. Each person had a personal plan that detailed visits, individual needs and how these would be met by carers. We could see that carers knew people well, they knew how to deliver essential care in a way that was right for the person and in a way they were comfortable with. One person said, "I feel very safe and secure with them, I couldn't get better". People we met and observed appeared relaxed and very comfortable with their carers and everyone we spoke to told us they were very happy with the service. We could see that relationships were established, carers paid attention to the small things that were important to each person, such as opening a window or blinds, noticing when kitchen items were running low and writing a shopping list, blow drying their hair the way they liked it or knowing the accompaniments a person liked with their meal.

We observed carers using mobility aids safely and assisting with personal care in a dignified and respectful way. We saw the positive impact the service was making to people on a daily basis and how their needs such as personal care, health, wellbeing and nutrition were being met. Using examples from our observations, we suggested that carers could contribute further to personal plans by adding the small details they knew about personal preferences and choices so that each person experienced consistent care.

People can expect to be involved in developing and reviewing their personal plan and to be supported to give feedback to help the service improve. There was a structure in place to plan regular reviews and care quality checks were carried out. Where people made suggestions or requests at quality visits such as a change of time or specific carers these were followed up with team leaders.

People were asked to contribute to improvements via reviews and surveys, participation in recruitment, newsletters and at events. People were familiar with who to speak to if they had any concerns; they told us the service was well led and managed and they would be confident in raising any issues should they arise.

People could be confident their health and wellbeing benefitted from support as carers recognised when a person's presentation changed or their health deteriorated and took the appropriate actions. We saw several examples recorded in incident reports of carers effectively managing situations where a person's physical or mental health was at risk; carers remained with the person, liaising with emergency services, health professionals and/or relatives until it was safe to leave. We found carers were aware of any diagnosis and health issues and how these were being managed. The service worked together with health services to help keep people well. The service supported people with their medication and had effective recording systems and training in place for medication administration. The management team monitored carer visits to pick up quickly on potential missed or late visits and acted promptly, the times of visits and reliability were particularly important where people received medication. A relative told us "it takes a weight off my mind, having them coming in at regular times and knowing they will be there". We could also see how much family members appreciated and benefitted from the approach of the carers who asked how they were doing, giving gentle prompts about eating well or self care.

People told us they were supported by small consistent teams and received a weekly schedule so they knew who would be visiting. Where a new carer started they always worked in pairs with an experienced carer, which allowed people to build trusting relationships more readily with new carers.

People receiving care can expect those supporting them to have been appropriately and safely recruited. We could see that people using the service had recently been involved in the recruitment of carers and often contributed to the interview questions. One relative said "Whoever recruits them does an excellent job, my mum is so happy when they have been". We discussed with the managers ways to tighten up existing recruitment practices further to reflect national safer recruitment guidance and demonstrate both equality and good practice. The manager had systems in place to monitor staff registration with an appropriate body such as the Scottish Social Services Council. It was evident that new staff received an induction and all staff had access to a variety of training, supervision and support to equip them for their role, meaning that people could have confidence in their carers because they are trained, competent and skilled.

People supported can expect to benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. There were systems in place for safeguarding and quality monitoring, such as incident recording and reporting and audits of medication and staff practice. The manager had a good understanding of adult protection processes and followed up appropriately on any incidents and concerns raised. We could see that care plans and risk assessments were being updated to reflect incidents and changes in needs. A number of people said that carers sometimes did not have enough time, one person said "The service is pretty good, it would help if there was a bit more time in the evening and the mornings can be particularly pushed for time". Care providers in Dumfries and Galloway are required by the local authority to use a compliance monitoring system for home care visits called CM2000. The managers used the information gathered from the system to demonstrate the level of care provided over a period of time and to positively inform care reviews where adjustments or reassessment may be appropriate, advocating in the person's best interests.

What the service could do better

People supported can expect the organisation to have robust quality assurance processes in place. We found, despite the systems in place to check and audit medication records, a missing signature on medication records was not identified and followed up. The manager should improve the existing medication audit processes so that any issues that could have a potential negative impact upon the health and wellbeing of people are timeously identified and addressed.

There were a range of line management tools in place including supervision and appraisal, practice observations and team meetings; the method, frequency of use and quality varied across the teams. The manager should review the current tools and practice with a view to achieving more consistent and effective use and to encourage reflective practice that could have a positive impact on individual outcomes.

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.

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
20 Jul 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
9 Jun 2017	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
23 Jun 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
12 Jun 2015	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 6 - Excellent
18 Jun 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
21 Jun 2013	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
18 Jun 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
22 Jun 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
30 Nov 2010	Announced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
5 Feb 2010	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
31 Oct 2008	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

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

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.