

Blackwood Care Support Services West Housing Support Service

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Type of inspection:

Unannounced

Completed on:

13 August 2019

Service provided by:

Blackwood Homes and Care

Service provider number:

SP2003000176

Service no:

CS2004077171

About the service

Blackwood Care Support Services West (the service) is a combined Housing Support/Care at Home service that supports people with physical and sensory impairments in their own homes. The service is provided to people living in the west of Scotland.

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This care service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on the 1 April 2011.

What people told us

We received a total of 22 questionnaires prior to and as part of our inspection of the service. These were completed by people who use the service and/or their relatives and staff on behalf of the people being supported. It is to the service's credit that 91% of responders agreed or strongly agreed that they are overall happy with the service. We spoke to a further 10 people being supported during the inspection.

Comments people chose to leave included:

"[Name] has mentioned that all the staff are very helpful, and is happy with the service."

"Agency staff could be better."

"Less agency, sometimes I feel staff rush tasks due to time constraints, sometimes staff ask me constantly to check time. Overall service is great, everything is handled well although communication could improve."

"Excellent care provided by this service. Everyone is very friendly and helpful to me and my family."

"Team [supporting relative] not settled."

It was further commented that gender preference for staff providing support could be managed better. People we spoke to as part of the inspection felt despite the service being of a good quality overall they had some concerns with occasional staff shortages; the difference in the quality of engagement with some staff members compared to others; and the need for a reduction in the use of agency staff.

Self assessment

The Care Inspectorate had not requested that services complete a self assessment for this inspection year.

From this inspection we graded this service as:

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

What the service does well

A person's personal plan (sometimes referred to as a care plan) should be right for them because it sets out how their needs will be met, as well as their wishes and choices. Care plans we reviewed as part of our inspection were quite detailed. They included information on risk and what supports people needed from staff that attended to them. Supports ranged from, or were a combination of, personal care, support with medication, domiciliary care and meal preparation. Most people commented in our questionnaires and in interviews during the inspection about the good level of care the service provided. We could see from the entries made that care plans were regularly updated and reviewed as necessary. However, it was apparent there was an inconsistency with recordings particularly around review notes and in some care plans where some entries were more detailed than others. The service should consider this when auditing care plans to improve these entries.

People should have confidence in staff because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. Staff we spoke to as part of our inspection generally felt things had improved within the service since the last inspection. They told us they received regular supervision meetings with senior staff and that team meetings were organised on a regular basis. Concerns they raised were around the need to improve communication and a perception that management could be more robust when dealing with low level staff concerns. Comments made to us by staff were shared with the manager and we could see there were plans in place that could potentially deal with these concerns.

Any treatment or intervention that a person experiences is safe and effective. We could see in people's homes we visited and in plans we reviewed at the office location that people were supported with their medication through informal prompting. These supports were entered into the daily notes. These were sometimes entered as "meds given" or "meds prompted". In a couple of examples we could see because the person was unwell and staff were dealing with other issues no entries had been made at all with regards to medication support. We emphasised to the service the importance of these entries being made consistently and accurately reflecting the support people receive. Although we were satisfied people were getting the support they needed the service should ensure these recordings improve.

People should use a service and organisation that are well led and managed. The service had systems in place to quality assure aspects of the service. This process included an annual visit from the organisation's quality assurance officer, practice observation visits to observe staff practice when supporting people, and audits of daily notes to ensure staff were accurately recording the support provided to each person. The management team had compiled a service improvement plan to enhance the standard and quality of care and support. Actions were identified through feedback from people supported, internal audits and regulatory inspections

The service also had a system that provided an overview of its quality assurance activity, training, staff supervision and service reviews. This was useful as oversight is important in identifying recurring concerns and issues and identifying solutions as necessary. We did find it difficult to glean some information that required staff to recheck systems. We asked that these be integrated and simplified to make access easier.

What the service could do better

People we spoke to and comments in our questionnaires indicated that people felt they did not always get enough time to receive support and sometimes staff were in a rush to move on. Others felt that there was a large use of agency staff, occasional staff shortages and that the gender of staff members providing care was not always to their preference. Some also felt the service did not ask their opinion on how it could improve. We discussed these points at inspection feedback and recognised that the service still used agency staff quite often.

The service was working hard to recruit new staff and had engaged in a number of initiatives to improve the staffing situation. It is expected that with a more settled staff team the issues raised would be resolved and staffing concerns met. This will be reviewed at the next inspection.

We noted that care plan audits were being done informally and were not recorded. The service agreed it needed to improve its audits of care plans and develop an audit tool to ensure care plan audits are carried out regularly, recorded and any findings acted upon and followed up accordingly.

(See recommendation 1)

We noted on reviewing the service accidents and incidents log that there were incidents the service had dealt with that had not been notified to the Care Inspectorate as necessary. Although we were satisfied accidents and incidents were being dealt with properly, it is important these are properly notified so that there is assurance that the service is responding appropriately and it is compliant with its registration requirements. A copy of the appropriate guidance was shared with the service.

(See recommendation 2)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service should use or develop a tool so that all personal plans are audited and quality assured regularly and consistently by senior staff. Any actions from these audits should be evidenced as followed up to completion.

This is to ensure that management and leadership is consistent with The Health and Social Care Standards; Standard 4.19, which states I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

2. The service should ensure it notifies the Care Inspectorate of all relevant events as described in the guidance provided at inspection.

This is to ensure that management and leadership is consistent with The Health and Social Care Standards; Standard 4.23, which states I use a service and organisation that are well led and managed.

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
11 Sep 2018	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
2 Oct 2018	Re-grade	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
3 May 2018	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
27 Apr 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
5 Jul 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
22 Apr 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 Apr 2014	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
12 Apr 2013	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
12 Apr 2012	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	5 - Very good
29 Jun 2010	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	Not assessed
17 Jun 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
15 Oct 2008	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	5 - Very good

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