

Beyond Homecare Support Service

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Telephone: 01875 616 666

Type of inspection:

Unannounced

Completed on:

18 September 2019

Service provided by:

Pamoja beyond Homecare Ltd T/A
Beyond Homecare

Service provider number:

SP2003003308

Service no:

CS2003054994

About the service

Beyond Homecare is provided by Pamoja beyond Homecare Ltd, a private sector company.

The service is registered with the Care Inspectorate, to provide a support service, Care at Home to adults and older people in their own homes.

What the service aims to provide:

"Life is for living, no matter your age or personal circumstances.

We help people remain independent, safe and secure at home. We give our clients and their families hope and peace of mind. We do this by providing exceptionally high quality, personalised homecare services."

At the time of this years inspection the service was being provided to 135 people with staff carrying out approximately 345 visits a day throughout East Lothian.

What people told us

In order to gather people's views about the service we issued 40 questionnaires in advance of this year's inspection. We received nine responses. We also drew on the services own feedback questionnaires and communicated with relatives and friends via telephone and email and met with 12 people in their own homes.

People had a mixed experience of Beyond Homecare. Some people told us how happy they were:

"The girls are lovely they go above and beyond"

"I have no complaints, my carers are excellent"

"The girls do a great job"

"We have every confidence in the regular carers"

Other people told us that their experiences were less positive.

Most people's concerns, as identified in last year's inspection, related to the turnover in staff and the 'new faces', the lack of continuity, delayed visits and a lack of confidence in unfamiliar workers ability to provide safe care and support'

"I don't always feel safe, there have been many staff changes and there have been some medication errors"

"I have had to show the new carers how to use the lifting equipment or when short staffed have helped the carers myself"

The majority of people we spoke to said that when concerns are raised with the manager, these are looked into promptly and resolved quickly. Some people report ongoing issues that are being discussed with the manager.

More information regarding service users' experiences is detailed within this report.

Self assessment

Self assessments are not currently being issued by the Care Inspectorate

From this inspection we graded this service as:

Quality of care and support	4 – Good
Quality of staffing	4 – Good
Quality of management and leadership	4 – Good

Quality of care and support

Findings from the inspection

Where care and support was provided by familiar, consistent care workers, people using the service experienced a high quality service that was right for them. We heard that people using the service valued the care and support provided as it was essential, ensuring people could continue to live in their own homes or live at home with family.

Most people using the service confirmed that their needs were met and they received respectful and dignified care. We observed warm and friendly interactions between staff and people using the service and we observed unhurried, well paced support and care.

Unfortunately this was not everyone's experience. Some people raised concerns about the number of new or unfamiliar staff, staff being rushed and how this did not make them feel safe.

Some people reported that they have had concerns about their service, but when they reported these to the office the manager promptly dealt with the issue/s. Most people who had raised concerns, said that since these had been addressed they were satisfied with the service provided.

The service does have a comprehensive complaints procedure including detailed investigations. Corrective actions taken as a result of complaints should be added to the complaints log for monitoring purposes.

To identify if staff use support plans to deliver care and support effectively, we explored whether the plans set out what care people should receive were up to date and accurate. We also spoke to people using the service to see if people were involved in directing and leading their own care and support. Currently the service is introducing an electronic system of support planning, so we saw a mix of paper plans and contact records and electronic records. We saw that reviews of support plans were taking place, however, many of these were overdue. Some people we met were unaware of the new electronic system (Nurse Buddy) or that they could access these records on line/through their own phone.

Some people told us that they were using the Nurse Buddy system and that they found it helpful. Some used it to see which staff were scheduled to visit them/their relative which they found reassuring, while others used it to read what staff had reported after visits.

At the inspection feedback meeting we discussed the legal requirement to ensure reviews were taking place at least every six months or more frequently if requested by the person using the service, or if people's needs changed. As the manager had a programme for the reviews to be carried out and has support from another service manager to do this, we have not made this a requirement but we will monitor progress outwith the Inspection process.

As people's knowledge and use of the Nurse Buddy system was variable, we spoke about the need to inform people of their ability to access this. Where they did not want to use the system, paper records must be maintained and be accurate. The management team spoke about their plans to develop a Nurse Buddy resource for healthcare workers who also would require access to the system.

We raised concerns about some people reporting medication errors. The manager stated that she was aware of these situations and had attended to these. The service recognised the importance of supporting people correctly with medication. A new medication audit was being introduced. The provider also spoke about the additional development of the electronic medication records. This system, currently being piloted, will not allow staff to log out until the medication records have been completed, evidencing that people have received their medicines safely as prescribed.

As the management team were already taking action to address the concerns we had identified at the inspection, we have retained the grade 4 - good for quality of care and support.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The management team should develop a system of auditing paper support plans to ensure they are up to date and reviewed. As many plans are reviewed when people's needs change, methods evidencing this review should be sought and introduced.

The management team should also review the support planning policy and procedure to reflect their practices in order to evidence compliance with the legislation.

This is to comply with Social Care and Social Work Improvement Scotland (requirements for care services) regulations 2011 and meet the Health and Social Care Standards 1: I experience high quality care and support that is right for me.

2. The management team should develop an implementation strategy for the introduction of Nurse Buddy, this should include how people using the service and their carers will be given information about the system, the potential benefits and support to access the system. Progress should be monitored to evidence how people have been involved and their personal preference regarding the retention of paper plans and records.

This is in keeping with the Health and Social Care Standards 2: I am fully involved in all decisions about my care and support.

3. The complaints procedure in the office and issued to people using the service must be updated to include the Care Inspectorate's accurate address/contact details.

The management team should also develop their own complaints log to include corrective actions taken as a result of complaints received.

This is in keeping with the Health and Social Care Standards 4 : I have confidence in the organisation providing my care and support.

Grade: 4 - good

Quality of staffing

Findings from the inspection

The staff we spoke with during the course of the inspection were positive about the work they do and recognised how important it was to people they care for and family carers.

Newly appointed staff spoke about the induction days and shadowing they receive before they are expected to work with people on their own. Staff had various degrees of experience of working in care prior to starting at Beyond Homecare. Staff who were inexperienced reported that they found the induction and shadowing very helpful and stated that if, at the end of this period they still lacked confidence, this was extended.

Staff spoke about the on-line course they were required to complete and office based training and how these sessions were helpful so they could support people with knowledge and confidence.

Some people who use the service told us that they had been involved in staff induction training in the past. It would be good to see the reintroduction of this practice and other activities related to the delivery of the service.

Beyond Homecare continue to seek and implement creative ways of valuing staff to support staff retention.

Additional client focused training would be helpful, such as skin integrity and working and supporting people with dementia. Some additional training/development needs were also identified in the service's staff questionnaire and these should be considered by the management team.

The primary issue impacting on the quality of care and support provided related to staffing shortages. People using the service and their family carers reported that they continue to be supported by unfamiliar workers, some new, some from other areas. At the time of the inspection the manager and others had been required to work shifts at short notice to cover staff sickness. While this reactive service ensured that people receive the support agreed, it is not sustainable. Some people told us that they felt rushed as staff were needing to go to visit other clients and they were under pressure.

We explored how staff were supported by management. Overall, most of the staff we spoke with were positive about the support available from the office staff, reporting that they were always available if staff have an issue or required advice. While there were staff meetings, there were no pro-active, formal opportunities for staff to meet, discuss people they support, or reflect on their own practice. There was also an absence of supervision and staff performance appraisals.

At feedback the management team offered an update on the actions they were taking to address the shortfalls.

The manager spoke about the new system of 'staff mentoring' which had recently been introduced. This includes shadowing staff and providing feedback on good practices and identifying areas for improvement. This will then be followed up by office based meetings.

We expect there to be sufficient numbers of staff with the right skills and knowledge to provide services. We were told that more staff have been recruited and were due to commence once police checks have been carried out. In addition, staff were being identified to cover/provide backup when there are unavoidable staff absences. Measures to promote team working and peer responsibility was also underway.

The management team was also appointing coordinators and seeking applications from existing staff to the role of care supervisors who will have additional responsibilities for supporting staff and monitoring care packages. The management team reported that this would ensure that there were sufficient staff with the relevant skills to provide quality care for people they support.

At feedback, we discussed the importance of communication and the need for the service to be proactive in seeking people's views, acting upon these rather than reacting to concerns and complaints. This was acknowledged by the management team, who have introduced a system of recording of telephone calls/messages, are appointing additional coordinators in the office and holding more regular client focused management meetings.

We have retained the grade of 4 - good for this theme as the management team are addressing the issues identified during the inspection. We will seek updates regarding progress in these areas outwith the inspection process.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The management team should review the organisation's staff support, supervision and appraisal policy and procedure to reflect current and planned practices.

This is in keeping with Health and Social Care Standards 3: I have confidence in the people who support and care for me.

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We found the management team to be professional, highly motivated and committed to providing a high quality care service.

Many of the initiatives and developments planned have not been progressed as quickly as the management team would like due to staff shortages and absences which have impact on the day to day operations of the service. The manager's role is varied, extensive and demanding. The role includes day to day responsibility for the service, delivering staff training, monitoring and supporting staff, investigating complaints and reviewing and updating support plans. Due to staff shortages the manager has not been able to attend to some of the statutory responsibilities detailed earlier in this report.

In order to seek feedback about the service, Beyond Homecare had issued questionnaires to people who use the service, their own staff and health and social care practitioners. There were plans to issue a report of the findings. Consideration should be given to giving feedback to individuals who had made specific comments promptly and look at ways of providing user friendly feedback to all service users and their relatives, through use of the newsletter for example.

The need for a management infrastructure to support the manager with the operational responsibilities has been acknowledged by the provider. There has been further investment in staff, at a senior and operational level with the creation of new coordinator roles and care supervisors.

The recent appointment of a compliance manager should also enable the management team to take forward various practices supporting continuous improvement.

In order to develop quality assurance and improvement, it is suggested the management team develop a self-evaluation process against the new Care Inspectorate's framework questions and the Health and Social Care Standards. This would draw together the various sources of evidence enable the management team to develop the existing improvement action planning process.

People using the service and their carers should also be involved in all aspects of the service, including participating in the management and leadership of the service, in ways that are relevant and appropriate to them.

While we have identified areas for improvement and made recommendations below, we have graded the service management and leadership as 4 - good, because we are confident that the management team have the capacity and ability to take forward these and other improvements.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service should develop their existing improvement action plan, to incorporate areas of development from their own QA audits, surveys and complaint findings and move to a position of self evaluation and Improvement planning in line with the Care Inspectorate's quality framework.

This is in keeping with the Health and Social Care Standards 4: I have confidence in the organisation providing my care and support

4.19 I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

2. The service should continue to seek opportunities for people using the service and their family carers to participate in the development and delivery of the service, through establishing forums, consultation events and opportunities for people to participate in staff recruitment and training.

This is in keeping with the Health and Social Care Standards 4: I have confidence in the organisation providing my care and support.

4.6 I can be meaningfully involved in how the organisations that support and care for me work and develop.

Grade: 4 - good

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.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
25 Oct 2018	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>Not assessed</div>
12 Jun 2017	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>4 - Good</div>
29 Jun 2016	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>Not assessed</div>
20 Aug 2015	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>4 - Good</div>
2 Oct 2014	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>

Date	Type	Gradings	
14 Nov 2013	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
26 Oct 2010	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
23 Sep 2009	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent

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