

British Red Cross Support at Home Housing Support Service

Ground Floor Unit B
Gemini Crescent
Dundee
DD2 1SW

Telephone: 01382 293200

Type of inspection:

Unannounced

Completed on:

21 September 2019

Service provided by:

The British Red Cross Society, a body
incorporated by Royal Charter, known as
British Red Cross

Service provider number:

SP2003000222

Service no:

CS2013321345

About the service

British Red Cross Dundee is registered to provide both care at home and a housing support service. At the time of inspection the service was supporting 89 people via care at home, delivering 1017 hours per week. British Red Cross provides a range of services in Dundee, including the registered service.

There are two parts to the registered service; around half the hours being delivered are for a time-limited intensive assessment service supporting people during the first days and weeks when they are discharged from hospital. This was a test of change commissioned by Dundee Health and Social Care Partnership. The rest of the hours are used to support older people and people with physical disabilities on an ongoing basis.

The service has a recently appointed a registered manager who has worked within the service for a number of years.

This service has been registered since 8 September 2014.

What people told us

Prior to the inspection we received nine Care Standards Questionnaires (CSQs) completed by families using the service. We also met with five people using the service and three family carers face-to-face and spoke to two family members on the telephone to gain people's views.

There was positive feedback about staff and the service. Comments included:

- "I'm happy with everything."
- "They are always polite."
- "I'm quite happy, I've no complaints."
- "This service has made such a difference to us; 11 out of 10. They are like part of the family."
- "Times are reliable and they phone if they get held up. Usually the same staff but even when someone new comes they are good too. Both very happy with the support."
- "Happy with all the staff."
- "We are happy with the service we get. They encourage my wife to take a few steps."
- "They phone and let you know if they have got held up somewhere."
- "I'm glad that they are here. I'm quite happy with them. Most staff can't do enough for you."
- "Carers are brilliant, my wife has a tremendous relationship with them."
- "If they are running late they always let me know. Everything runs pretty smoothly."
- "My wife has had carers from Red Cross for nine months now and, honestly, you could not get a better service."

- "As a family we are very pleased with the level of support given. The carers are respectful and have formed good professional relationships with my relative. As a team they have worked well to keep us informed of any requirements that my uncle has. He feels very comfortable with the care he is given in his own home."
- "The majority of our care staff assist us well and most of the time we are happy with the service provided."
- "From day one I have had great care and compliment all the staff. Everyone I have had has been great."

There was also some feedback in relation to the continuity of care staff people have and consistency in relation to times. Comments included:

- "I don't recognise voices, make sure staff introduce themselves."
- "I don't like it when they arrive early for my tuck in visit."
- "Sometimes I don't get the rota of staff until after the week has started."
- "Staff are different all the time."
- "Morning times are fine but sometimes they are running late at my night time visit."
- "There are a lot of regulars but there is a turnover and that is difficult as my wife has become attached to them."
- "Staff don't have enough time to complete all the care required. More time should be allocated to the morning calls because it takes time for my mother in law to get her balance and she often feels rushed."
- "Would be nicer if she could have the same carers. There always seems to be lots of changes and it can unsettle her when she has to try and remember new faces and names."
- "There is a bit of a lack of continuity due to the high number of carers coming in to assist dad."

We also received nine completed staff CSQs and spoke with seven staff members. On the whole, feedback was positive from staff. Staff told us that they felt supported at work and knew that they could contact on-call if they needed advice or support. There were three staff questionnaires where respondents disagreed that they had the opportunity to meet up with other staff and talk about their day-to-day work. Other comments included:

- "I feel like some fundamental training was only carried out after I had started working alone with service users, so more training at start of employment in things like personal care would be beneficial."
- "More time with the service users."
- "Would appreciate more refresher courses."

Self assessment

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

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	3 - Adequate

Quality of care and support

Findings from the inspection

We found that the service was performing at a good level.

People should expect that their personal plan is right for them as it sets out how their needs will be met, as well as their needs and wishes. Individual needs were assessed and risk assessed and we found that personal plans included clear descriptions of care needs and how these needs were to be met by staff. The plans were well structured and there was a good level of detail to support the staff member in undertaking the tasks of their role. For example, they were specific about what the person could manage to do themselves and what support care staff are to deliver.

People should be confident that the right people are fully informed about their past, including health and care experience and any impact this has. Although the staff we observed clearly knew the people they were working with well, we discussed with the provider how more could be done to personalise the care plans with life history to support staff to establish a rapport, as well as support people to maintain their communication skills and their sense of identity.

People should be supported and cared for by people they know so that they experience consistency and continuity. Some feedback from people using the service expressed concerns regarding consistency and continuity as a result of staff turnover and the provider acknowledged that this was a challenge, particularly with larger care packages. They managed this by introducing new staff through either shadowing or ensuring there was an experienced staff member on a 'double up' call. The service had also introduced an 'induction passport' to support new staff members with 'on the job' training following the classroom induction training. The service should continue to monitor continuity and consistency.

People should expect to experience warmth, kindness, and compassion in how they are supported. Feedback from people using the service and families had high praise for the staff and their approach. During our observations and interviews we found that staff were polite, warm, and respectful. While undertaking tasks during care visits we saw chatting with people and involving them by offering choices as well as describing everything that they were doing.

The strengths of the service have a significant impact on people's experiences and outcomes. However, improvements are required to maximise wellbeing and ensure that people consistently have experiences and outcomes which are as positive as possible.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We found the service to be operating at an adequate level. People should expect to benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. We found that the provider had a number of audit processes in place. However, they were basic and more could be done to ensure that they were evaluative and supported continuous improvement of the service (**see recommendation 1**). For example, the service had recently experienced a cluster of medication errors and we found that the design of the medication audit meant that these issues were not being picked up. We were pleased to learn that the provider had conducted a 'deep dive' investigation into the errors and had also identified this as an issue and were developing an action plan for improvement in response to the findings of the 'deep dive'.

People should have confidence in the staff who support them because they are trained, competent and skilled, are able to reflect on their practice, and follow their professional and organisational codes. Staff told us that they felt supported and we saw that regular supervision was being undertaken, however the provider should consider how to promote and develop more reflective discussions on practice and feedback. We saw that staff had regularly observed practice and were pleased to see the evaluative approach to observed practice taken by leaders in the organisation.

The service has strengths in relation to management and leadership that just outweigh weaknesses. It is acknowledged that the service has gone through a period of transition in relation to management structure. Improvements must continue to be made by building on strengths while addressing those elements that are not contributing to positive experiences and outcomes for people.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1.
In order for good care and support to be consistently delivered and sustained, the provider should review how their quality assurance systems are operating and ensure information gathered effectively contributes to service provision, developments, and improvement.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

Grade: 3 - adequate

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

Previous requirements

Requirement 1

The provider should review and improve systems of communication with service users and representatives. In particular, the provider should ensure effective communication when there are changes or deterioration in a service user's health and wellbeing. Details of under what circumstances a service user's representative/relative should be contacted should be fully recorded in the care plan.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I am supported to manage my relationships with my family, friends, or partner in a way that suits my wellbeing" (HSCS 2.18) and "I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty" (HSCS 3.18).

This requirement was made on 21 February 2019.

Action taken on previous requirement

The provider ensured that all staff were clear about their duty of care and their responsibilities in relation to communication. This was done via individual supervision, as well as team meetings. Care plans have also been updated to detail circumstances a service user's representative/relative should be contacted.

Met - within timescales

Requirement 2

In order to ensure that all staff who are required to be registered with the Scottish Social Services Council (SSSC) or other regulatory body do so by the defined dates, the provider must ensure that they have a robust system to ensure that they are complying with the law.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice, and follow their professional and organisational codes" (HSCS 3.14).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 15 - Staffing and Regulation 19 - Offences.

Timescale: by 30 June 2018.

This requirement was made on 23 May 2018.

Action taken on previous requirement

The provider now had a robust system in place for monitoring registration status. The SSSC register is checked on a weekly basis and cross-referenced with a provider spreadsheet of staff details. When the provider found that staff had not met the deadline to register the service acted appropriately.

Met - outwith timescales

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
23 May 2018	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>3 - Adequate</div>
6 Jul 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>3 - Adequate</div>
20 Jul 2016	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>
29 Jan 2016	Unannounced	<div>Care and support</div> <div>Not assessed</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>Not assessed</div>
2 Sep 2015	Announced (short notice)	<div>Care and support</div> <div>3 - Adequate</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>3 - Adequate</div> <div>Management and leadership</div> <div>3 - Adequate</div>

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