

My Homecare Edinburgh Support Service

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Type of inspection:

Unannounced

Completed on:

4 November 2019

Service provided by:

M & G Healthcare Services Limited

Service provider number:

SP2018013121

Service no:

CS2018366734

About the service

My Homecare Edinburgh registered with the Care Inspectorate on 21 November 2018. The service provider is M&G Healthcare Services Ltd.

My Homecare Edinburgh provide a Care at Home support service to adults and older people in their own homes and in the wider community. The service is registered to cover Edinburgh, Mid & East Lothian.

The Service aims are 'to enable individuals to continue to live independently in their own homes'

At the time of inspection, the service was providing support to 50 people.

What people told us

During the inspection we accompanied care staff on some of their visits where we met and listened to the views of supported people and some of their relatives. We also spoke by phone to supported people. Overall we met or spoke with nine supported people and four relatives.

We received 16 completed care standard questionnaires from a sample sent out. Some of these were completed by supported people and some by relatives.

Everybody told us they strongly agreed that overall they were happy with the quality of care and support received from My Homecare.

A sample of the positive comments include:

'The staff are very good and care for me well'.

'I find the carers very good, they do a lot for my relative, very friendly and good natured'.

'The care is exceptionally good, always meet my needs and more'.

'My Homecare have provided a fantastic service with continuity of carers and flexibility when required'.

'An excellent service, the quality of attention given to my needs and happiness is great'.

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 considered throughout the inspection.

The new Health and Social Care Standards seek to promote and improve outcomes for people who experience care. Services should be providing support in accordance with these standards. 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.

The full standards can be viewed at:

<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	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

This was the first inspection for My Homecare Edinburgh and we were encouraged to hear positive comments from all those we spoke with.

The service had worked hard to ensure continuity of visits was a priority for supported people. This was confirmed by all those we spoke with. More than one person told us:

'When X (regular support staff) is off or on holiday, I always have the same person covering'.

People could feel confident their care and support was stable which enabled trusting relationships to be built.

We looked at visit times and found these to be scheduled consistently, the majority allowed enough travel time which meant staff were not having to rush between people and had time to carry out care and have a chat. Where there were instances of staff running late, people told us they always got a call from the office to let them know. This communication helped to reduce anxieties for people and meant they felt informed.

People found the service reliable and valued the flexibility the service could offer, whether a small change or extra support when needed.

One person told us:

'The worry and anxiety was taken away by their understanding and ability to take control and allow me to concentrate on what I had to deal with'.

Supported people or their relatives were involved in planning their care and support ensuring it was right for them.

'My Homecare are very respectful of my knowledge of supporting my relative and listen to my guidance'

Care and support plans included the detail needed by staff to provide support in the way people needed and wanted. Although staff knew people well and were familiar with people's care plans, we discussed with the manager to review the layout of these and to separate out tasks from information. This would make the plan clearer and ensure important information was not lost. We saw regular reviews of care and support plans had taken place.

Guidance was in place to support people with manual handling equipment. We advised the service to ensure these were in place for all those who used equipment or had any hands on support from staff. This would ensure all identified manual handling support was being carried out safely.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

During the course of the inspection we accompanied support staff on visits. We found them to be skilled and had positive attributes we would want in care staff including:

- respecting privacy when carrying out personal care
- reassurance where people were anxious or upset
- using equipment safely where moving or handling was involved
- following infection control processes
- supporting people with medication safely

Support staff were diligent of peoples care needs and did little extras which people valued. They followed up any concerns straight away with the office. The impact of this positive duty of care meant people were being supported effectively to maintain their well-being and prevent any potential risk to their health.

More than one supported person said they would give their support staff 10/10.

Induction training for staff was thorough with a range of training to prepare them for their role. They completed shadow visits and their competence was checked by the manager or coordinator observing their practices.

Staff said they felt well supported and this was evidenced through formal supervisions and staff meetings. This protected time gave staff opportunities to reflect on their practices, to learn from the manager and their peers and to identify their own areas for improvement.

A number of staff were very enthusiastic having completed their SVQ qualification and were eager to continue their personal development with other training opportunities. We discussed with the manager the need to ensure that staff, who have been employed with other providers, transfer their Scottish Social Services Council (SSSC) registration over to My Homecare as per SSSC regulations.

All staff we spoke with valued their role within My Homecare Edinburgh and commented on the support they received from the managers.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of management and leadership

Findings from the inspection

Since starting the service in January 2019, the managers had worked hard to build some very good systems allowing the service to grow steadily. This was confirmed by a representative from the local authority.

The service had been proactive in building the management team to be able to support growth in the service. Two newly recruited coordinators were in place who were learning quickly alongside the existing coordinator. There was a very calm but motivated atmosphere throughout the inspection which complimented the enthusiasm from the managers to continually develop and improve the service.

The service worked closely with other health professionals which allowed for a holistic approach when reviewing people's support package.

We saw from out of hours reports evidence of positive actions being taken where there were concerns for supported people's wellbeing.

The service had systems to monitor medication records, visits, staff supervisions and training, accidents and incidents and concerns or complaints. This meant the manager had a good overview of support being provided and gave opportunities to identify areas for improvement.

People were very happy with communication within the service. They felt able to contact the office at any time if they needed and felt listened to and confident they would get a helpful response. They could share their views through monthly surveys and quality visits. One person did wonder why they needed to complete these each month as they were very happy with the service.

The service held well organised recruitment files which showed that people had been employed following safer recruitment processes however, we highlighted where some administrative errors had occurred and recommended training for the new coordinators in post.
(see recommendation 1)

Supported people and their relatives felt confident in My Homecare Edinburgh. They benefited from a manager who was very knowledgeable and experienced in delivering care and support. They were passionate about making sure people received the dignity, respect and compassion they should expect through high quality care and support in their own home.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to develop coordinators into their role, the service should source training around interview techniques and safer recruitment practices.

This ensures care and support is consistent with the Health and Social Care Standards:

3.14: '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.'

4.24: 'I am confident that people who support and care for me have been appropriately and safely recruited.'

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

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

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

Inspection and grading history

This service does not have any prior inspection history or grades.

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