

Renfrewshire Council Home Care Service Housing Support Service

Mile End Centre
30 Seedhill Road
Paisley
PA1 1SA

Telephone: 0141 618 7211

Type of inspection:

Unannounced

Completed on:

31 October 2019

Service provided by:

Renfrewshire Council

Service provider number:

SP2003003388

Service no:

CS2004080299

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

Renfrewshire Council Home Care Service has been registered with the Care Inspectorate since April 2011. The service was previously registered with the Care Commission.

The service operates across Renfrewshire. It provides long term care at home, reablement which supports people coming from hospital and extra care housing. Our inspection looked at the care at home and reablement parts of the service. The service supported around 1000 people at the time of our inspection.

The provider states the aim of the service is 'to help vulnerable people of all ages live independently and securely in their own homes by providing personal and housing support services.'

What people told us

Most people spoke highly of the service. A small number of people said they did not get the same staff on a regular basis. Comments included:

'It's handy getting the same people all the time.'

'They care. They're first class.'

'A lot of laughs go on in this house.'

'They are a great bunch.'

'They'll do anything I ask.'

'They are very respectful of my mother and very pleasant when they visit.'

'I am very pleased with the service I receive. All the staff are very friendly and helpful.'

'The quality and level of service has been first class.'

'Our home care is very good and the carers are lovely with my husband.'

'Lack of continuity with staff or staff with no experience.'

'I would say that we could do with more regular care workers instead of outside agencies.'

Self assessment

The Care Inspectorate has not required a self-assessment in this inspection year. We spent time with the manager who was able to discuss the challenges facing the service and its priorities. These included implementing a new electronic care system, recruitment of staff and supporting people with medication.

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	3 - Adequate

Quality of care and support

Findings from the inspection

People appreciated the care and support they received from the service. They told us staff were patient and professional. One person said, 'The quality and level of service has been first class and is hugely beneficial.'

The service helped people achieve outcomes important to them. A family member told us, 'Don't know what we would do without their support and because of them my mum is able to continue living in her own home which she has always wanted.'

People told us staff encouraged them to make choices on how they were supported. This is important in maintaining independence and people being treated with respect.

We saw staff showing compassion and care when supporting people. People enjoyed the company of staff. One person said, 'A lot of laughs go on in this house.' Another told us, 'They care. They're first class.'

Most people said they were supported by staff they knew. This was important to them because staff knew them and their support needs. A few people spoke of the service being understaffed and staff not always having enough time support them properly.

The reablement service worked very closely with health care professionals on a daily basis. Reablement was for short periods of time to help people regain or maintain their independence. After this people may be supported by the long term care at home service or feel able to live independently at home. We heard from people and their families that the reablement approach had positive outcomes. This included improving confidence and wellbeing.

We looked at the care plans in people's homes for reablement and long term care at home. These are important in guiding staff and telling people what they can reasonably expect from care services. Regular reviews are essential in ensuring care and support continue to meet people's needs. Reviews form part of the care plan. In some cases, care records were missing, incorrect or out of date. We saw little evidence of reviews taking place on regular basis. We have made a recommendation on this. See Recommendation 1.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should ensure that care plans are accurate and up to date. Reviews of care and support should take place no less than six monthly. Care plans and reviews should be made available to people if they wish.

This ensures care and support is consistent with the Health and Social Care Standards which state, 'I am fully involved in developing and reviewing my personal plan, which is always available to me.' HSCS 2.17.

Grade: 4 – good

Quality of staffing

Findings from the inspection

We spoke to a range of staff including home care workers, team leaders and co-ordinators. We received 18 responses to our staff survey questionnaire.

Staff enjoyed their work and said they made a difference to the lives of the people they supported. Home care workers told us they felt well supported by local team leaders who were able to give advice and practical support when required.

Training was provided on a range of relevant subjects. These included how to move people safely and supporting vulnerable adults. Staff told us that the training they received was valuable and relevant to their work. Up-to-date training on supporting people with medication did not take place.

Care services provide support to people who can be vulnerable. Staff were able to explain their responsibilities to keep people safe from harm.

Local team meetings took place on a regular basis. Staff told us these were useful for keeping up to date with changes in people's care needs and supporting each other.

Staff did not receive supervision on a regular basis. Supervision is important in ensuring staff get the support they need and have any developmental needs recognised and met. It also provides reassurance to management that people's agreed outcomes continue to be met. The service had a robust supervision policy in place. However, we saw little evidence that supervision was taking place. The manager was aware of this issue and was committed to ensuring staff benefitted from regular supervision. We will look at this area at our next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of management and leadership

Findings from the inspection

At the time of our inspection, the service had begun to implement a new, electronic system to improve efficiency. The new system will help match staff experiences and training to people's needs and reduce journey times for staff. Staff had been fully briefed on the development and the service planned training on an area by area basis. We will look at the impact of the system on outcomes for people at our next inspection.

The service had difficulties in recruiting staff at all levels. The service had introduced information sessions for home support worker posts. This had led to some success in recruitment. It also helped ensure potential applicants understood the nature of the work. The service believed this would reduce the number of recruits leaving after a short time in post.

Staff in care services like Renfrewshire Council Home Care Services require to be registered with the Scottish Social Services Council (SSSC) in the near future. The service encouraged SSSC registration by providing information and supporting staff with their applications. Staff told us they understood their registration responsibilities and appreciated the assistance the service provided.

The service supported people with medication by prompting or administering. We spoke to home support workers, team leaders and co-ordinators about this area of work. There was a lack of common understanding about supporting people in this area. This meant the support people received varied dependent on the individual staff member's approach. This may lead to people not being supported safely. The service management advised us that the provider is currently revising its approach to supporting people with medication across a range of services including home care. We believe this issue has to be addressed as a matter of some priority. We have offered our assistance in this area and the provider has accepted this. We have made a requirement on supporting people with medication. See requirement 1.

Requirements

Number of requirements: 1

1. The provider must ensure when people are supported with medication this is done in ways that keep them safe and well.

To do this the provider must review current policies, procedures and guidance to staff as a matter of priority. This should include making clear the distinctions between people self-managing their medication, staff prompting and staff administering or assisting people.

The revised guidance should make clear the distinction between people self-managing their medication, staff prompting and staff administering or assisting.

Staff should be appropriately briefed on their roles and receive training if appropriate.

The level of support people receive should be clearly detailed in their care plans and should be regularly reviewed and updated.

This in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. 4-(1) A provider must- (a) make proper provision for the health, welfare and safety of service users.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

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

Recommendation 1

The service must ensure people have access to reviews of their care and support. Copies of reviews should be available in people's homes, if they wish.

This ensures care and support is consistent with the Health and Social Care Standards which state, 'I am fully involved in developing and reviewing my personal plan, which is always available to me.' HSCS 2.17.

This recommendation was made on 12 October 2018.

Action taken on previous recommendation

This recommendation has not been met. A new recommendation on care plans and reviews replaces this one.

Recommendation 2

The provider should ensure accidents and incidents are notified timeously to the Care Inspectorate in accordance with the guidance 'Records that all registered care services (except childminders) must keep and guidance on notification reporting.'

This ensures care and support is consistent with the Health and Social Care Standards which state, 'I benefit from a culture of continuous improvement, with organisations having robust and transparent and quality assurance processes.' HSCS 4.19.

This recommendation was made on 12 October 2018.

Action taken on previous recommendation

The provider is now fully compliant with notifications to the Care Inspectorate. This recommendation has been fully met.

Recommendation 3

The service should ensure that it completes and fully implements the final stage of its action plan on medication.

This ensures care and support is consistent with the Health and Social Care Standards which state, 'I experience high quality care and support based on relevant evidence, guidance and best practice.' HSCS 4.11.

This recommendation was made on 12 October 2018.

Action taken on previous recommendation

This recommendation has not been met. The provider has decided to review support with medication across a range of areas including care at home.

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
17 Oct 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
7 Mar 2018	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
17 Nov 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
15 Feb 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
5 Feb 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
2 Dec 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
27 Nov 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
23 Oct 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
18 Oct 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
11 Dec 2009	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
28 Nov 2008		Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	4 - Good

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