

Argyll Homecare Ltd Housing Support Service

The Attic
Manse Brae
Lochgilphead
PA31 8RA

Telephone: 01546 600 333

Type of inspection:

Announced (short notice)

Completed on:

7 November 2019

Service provided by:

Argyll Homecare Ltd.

Service provider number:

SP2005007263

Service no:

CS2005090291

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

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

Argyll Homecare Ltd is a combined housing support and care at home service. The service is a family run organisation which provides personal care and domestic support to a range of vulnerable adults living in Mid-Argyll. The service operates with a small support team from an office base in Lochgilphead.

Argyll Homecare Ltd's stated aims and objectives include: "We aim to provide our clients with a comprehensive service of care of the highest quality within their own home environment. We strive to offer a flexible, efficient and professional service which is tailored to meet each person's individual needs. We will treat each client with respect and remain sensitive to his/her individual needs and abilities, and aim to promote the client's independence and personal dignity."

At the time of the inspection the service was supporting 24 people.

What people told us

During this inspection, we met with and sought the views of six people who use the service, two relatives and one external professional. Residents, relatives and staff gave very positive feedback about the service. When areas for improvement were identified we explored these further and communicated them anonymously to the manager and with a view to supporting improvement if needed. Comments included:

- 'I am very happy with the carers and the support. They are very nice and I know most of them quite well'.
- 'They are nice to my wife and that means a lot to me. They are respectful and we usually get the same carers every time'.
- 'I couldn't be happier with the support'.
- 'I am excellently looked after. They are all so nice and so good at their jobs. I feel I have some good choices about how things are done'.
- 'I really like the support. The carers are all nice and very kind. It's great to have somebody who I feel really likes me, especially because I'm always worried about that'.

Self assessment

We did not ask the provider to submit a self-assessment prior to the inspection

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

People we spoke to were very happy with the support they received. The feedback and our observations showed that people who used the service experienced warm, nurturing and compassionate care and support.

Staff knew each person they supported well and developed very good relationships with the service users and their families. Staff continuity was high. This enabled people to experience person-centred care and to feel safe and comfortable in the care of staff they knew well.

Feedback, observations and care plans showed that the service respected people's choices and abilities. Managers knew each service user and were very involved in the delivery of care and support. This promoted a culture of respectful and enabling, individualised care helped people to experience good outcomes.

People who used the service appreciated the service's reliability, punctuality and flexibility. Managers were accessible, solution focussed and passionate about their service. This helped people to feel safe and confident about their support.

The service maintained complete and up to date assessments and care and support plans for each service user. The plans captured people's needs and preferences well and included competently developed actions. Managers had started to include formulated personal outcomes into the plans and also developed improved assessment tools for medication and moving and handling. The care and support plans were regularly reviewed and any necessary changes or updates were made quickly. People therefore benefitted from having accurate and up to date care plans that met their needs and wishes.

Daily notes and medication records were completed well. Quality assurance and training for medication were well supported by external professionals who also praised the service for their practice and pro-active approach to ensuring the safe management of medication.

Staff members we spoke to found that the service provided them with a good work environment. Staff found their managers open, accessible and supportive. Managers kept an up to date schedule for staff training and regular supervision sessions. Staff were happy with their access to training. This meant that staff felt that they worked for a supportive and caring provider that encouraged and enabled them to deliver compassionate and person-centred care and support.

What the service could do better

Although each service user had a detailed care and support plan, we found that the plans could benefit from adding regular evaluations. This could support any required changes in a timely way and would provide evidence-based information for the care plan reviews with service users. We discussed this with managers who were open to the suggestion of adding an evaluation sheet to the care and support plans.

Staff demonstrated skilled and competent practice and were overall happy with their access to training. However, we found that most staff only completed the 'informed' level of dementia training within the Promoting Excellence training framework. We encouraged managers to proceed with their plans to give all staff access to the 'skilled' level of training, which would be more appropriate for staff who might regularly support people living with dementia.

We encouraged managers to introduce staff to using reflective learning as part of the service's training and supervision processes. This could help staff with learning, build professional competence and add another meaningful element to the regular supervision meetings.

The service had a basic service development plan to support and direct on-going quality assurance and to help the service to set and meet aims. We suggested to the managers to develop the plan further and add more evidence-based detail of how progress or identified strengths were measured.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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
3 Oct 2018	Unannounced	<div> <div>Care and support</div> <div>5 - Very good</div> </div> <div> <div>Environment</div> <div>Not assessed</div> </div> <div> <div>Staffing</div> <div>Not assessed</div> </div> <div> <div>Management and leadership</div> <div>4 - Good</div> </div>
10 Aug 2017	Announced (short notice)	<div> <div>Care and support</div> <div>5 - Very good</div> </div> <div> <div>Environment</div> <div>Not assessed</div> </div> <div> <div>Staffing</div> <div>5 - Very good</div> </div> <div> <div>Management and leadership</div> <div>Not assessed</div> </div>
27 Jul 2016	Announced (short notice)	<div> <div>Care and support</div> <div>5 - Very good</div> </div> <div> <div>Environment</div> <div>Not assessed</div> </div> <div> <div>Staffing</div> <div>Not assessed</div> </div> <div> <div>Management and leadership</div> <div>4 - Good</div> </div>
16 Dec 2015	Unannounced	<div> <div>Care and support</div> <div>5 - Very good</div> </div> <div> <div>Environment</div> <div>Not assessed</div> </div> <div> <div>Staffing</div> <div>5 - Very good</div> </div>

Date	Type	Gradings	
		Management and leadership	4 - Good
2 Oct 2014	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
5 Aug 2013	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
14 Sep 2012	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Sep 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
5 Oct 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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