

Perth & Kinross Council - Home Care Support Service

Council Buildings
2 High Street
Perth
PH1 5PH

Telephone: 01738 458076/7

Type of inspection:

Unannounced

Completed on:

24 January 2020

Service provided by:

Perth & Kinross Council

Service provider number:

SP2003003370

Service no:

CS2004081194

About the service

This service registered with the Care Inspectorate on 1 April 2011.

Perth & Kinross Council Home Care (known as the HART service) provides a short term reablement and care at home service for adults.

The stated aims and objectives of the service are:

"The Reablement Team helps people live safely and as independently as possible in the comfort of their own homes. We can help if you: need support to live at home or need help so you can return home from hospital. We will help you to regain the skills you need to feel confident again".

At the time of inspection 254 people were being supported by the service.

What people told us

"My needs are being met and I am being encouraged to be as independent as I can and if my needs change, I have support from staff who have all been excellent with me in my short time with the service."

"The care and attention I have received is beyond reproach".

"The care provided so far has been excellent".

"Overall very happy with the care service provided".

"Makes you feel wanted".

"People are very kind, and I would never take this for granted".

"Nothing but a pleasure".

"Very glad to have them".

"As it is usually someone different each time, I don't get a chance to know individual workers".

"Overall the staff were helpful but the care they were able to deliver was limited due to time. It was not possible to establish a working relationship owing to constant change of carers".

"Carers arrive at different times, I am unable to plan outings".

"They come at all sorts of times".

Self assessment

We did not request a self-assessment but did discuss the service's development and improvement plan as part of our inspection.

From this inspection we graded this service as:

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

What the service does well

The primary objective of the service was to enable people to continue to live in their own home, or to be able to return home if they had spent time in hospital. They provided person led support encouraging and empowering people to be able to manage daily living tasks while recovering from illness or injury. The service had increased the number of people it supported quite significantly from our previous inspection. As a result, many more people were able to achieve their preferred outcome of continuing to live in their own home.

People we spoke with told us that the care and support provided by the workers was, in almost all occasions, of a very high standard and that they were very kind, helpful and polite. Workers encouraged people to be as independent as they could and followed detailed support guidance and risk assessments as set out in each person's support plan. As a result, each person's care and support was being provided in a planned and safe way.

In order to support people to achieve their individual outcomes the service worked in close partnership with a number of health practitioners, social workers and other social care providers. They also employed their own occupational therapist who undertook regular assessments of people's physical support needs. This meant that they were assessed by a qualified person, who involved other people and professionals as required. In addition, workers were very proactive at raising any concerns about people's health and well-being.

Workers had a very good induction that prepared them well for the work they were going to be undertaking. This was important as they came from a range of working backgrounds and a quality induction ensured that they had the necessary information, guidance and support in order to carry out their role effectively. Furthermore, the service had a comprehensive training and development plan in place and regularly undertook training needs analysis to ensure that workers were able to access the appropriate training and development opportunities.

There were regular opportunities for workers to meet in their teams in order to discuss the care and support for each person using the service. Team meetings were also used as opportunities for workers to develop their knowledge of, for example, the health and social care standards and to be involved in discussions about service improvements. We saw workers across the service, irrespective of their roles, who were committed to playing their part in a culture of continuous improvement.

What the service could do better

From our previous inspection, there were three main themes that we heard about from people who used the service in terms of what it could do better. These were:

- i) Consistency of care because of the number of different care workers that people saw throughout the week.
- ii) Dissatisfaction with weekly schedule because it often changed at short notice or with no notice period given.
- iii) Times of visits because these did not always match what people wanted or did not fit in with other appointments or commitments.

Overall, these issues had not yet been resolved, however, it was clear that the service was very committed to improving this. They had invested in a care planning system that had already brought about improvements in service delivery with more effective and efficient recording and reporting practices. They discussed in detail with us that the next phase of this new system was about improving the consistency and continuity of care that people experienced

People's support plans, known as handheld records (HHRs) in the service, had a section called 'getting to know me'. We felt that this could be used more widely than it was as this would encourage, and facilitate, even more positive interactions between workers and the people they supported.

The frequency of one to one supervision meetings should be increased in order that workers are given the opportunity to reflect on their practice and keep up to date with their professional and organisational codes.

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	
9 Nov 2018	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
20 Mar 2018	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good
7 Feb 2017	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
8 Oct 2015	Announced (short notice)	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
10 Oct 2014	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
3 Mar 2014	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
6 Jul 2012	Announced (short notice)	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
8 Jul 2011	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
27 Jul 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
24 Sep 2009	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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