

## CHAS at Home Support Service

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Edinburgh  
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Telephone: 0131 444 1900

**Type of inspection:**

Announced (short notice)

**Completed on:**

30 January 2020

**Service provided by:**

Children's Hospice Association Scotland

**Service provider number:**

SP2003002501

**Service no:**

CS2004076752

## About the service

Children's Hospices Across Scotland (CHAS) provide care and support at their two hospices and through their care at home service. The vision of the organisation is "that every baby, child and young person in Scotland will have access to palliative care when and where they need it".

The care at home service is provided by teams of staff based in four settings; Rachel House (a hospice in Kinross), Robin House (a hospice in Balloch) and from office premises in Inverness and Aberdeen.

Local teams have nurses and senior support workers who travel all over Scotland to care for children and young people in their own homes. They offer nursing care as well as emotional support and can also help provide end of life care at home.

## What people told us

The inspector spoke to eleven parents of babies, children and young people using CHAS at home (in various areas across Scotland). Comments were overwhelmingly positive with parents using terms such as 'amazing', 'fantastic', 'life saving', 'Godsend', 'loving, caring and respectful'.

Parents stated that staff were skilled and knowledgeable and that their children looked forward to visits which were filled with fun and interesting activities, designed particularly with their child's favourite things in mind. Parents found considerable confidence in the skilled nurse led care, on many occasions saying they would not leave their children with anyone else as they had very complex needs which CHAS at home staff understood. They spoke of some exceptionally helpful things the team had done to ensure families could attend special events which would otherwise have been difficult or impossible, and which enriched their lives.

Eight parents also returned questionnaires to the Care Inspectorate prior to the inspection. In response to the question 'Overall I am happy with the quality of care and support this service gives me?' all eight said they 'strongly agree'.

Five also added comments which included:

'Great supportive service. Full trust in skills and knowledge of staff. Service goes above and beyond with care and support'

'CHAS at home have been, and are, an invaluable team'.

'Kind, compassionate and supportive approach. Really consider the whole family, and the holistic needs of the child. Emotional and social needs are just as important as the medical ones to get it right for every child, especially the most complex children CHAS look after. It feels like the staff are enthusiastic and honoured to spend time at their work'.

'The CHAS at home team provide an exceptional service, delivering the same level of care provided at Rachel House, just in our own home. ....the staff go above and beyond to provide exciting activities for my child to do with them. My child has completed numerous pieces of artwork using his toes and fingers. We always come home to hear what he's been up to and to see the latest piece of personal artwork that is always left for us to hang up and treasure.

The team are so enthusiastic. They are always very professional and make sure they are updated with our families situation..... They are a very special team and we trust them with our son's care'.

'The help has been a great support for me and my son. Not only do they support me with my son but also help me with information about things I could do with my kids during the week to make our life easier. They have been very kind and helpful. There are no words to describe how happy and confident I am'.

## Self assessment

No self assessment was requested by the Care Inspectorate this inspection year.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

During this inspection we assessed the Quality of care and support and Quality of staffing. Based on a review of evidence, including speaking with family members, we concluded that a very good staff team provided excellent care and support to babies, children, young people and their families.

CHAS had a very good website which provided easy to understand information about their service, including a simple self referral form. From the point of referral and initial meetings there was a real partnership approach where parents had the opportunity to discuss what they needed or wanted and how this could be provided.

Babies, children and young people received nurse led care, however, a holistic approach focused on the whole family, with a focus on fun and children continuing to experience new things and creating lasting memories. Parents were delighted that their children's individuality was at the heart of their care, and while they gained a real confidence from the skill of the staff and their understanding of the complex medical needs of their children, they were equally impressed by the nurturing care and interest in the whole family.

The team provided practical and emotional support with very good examples from parents of the service's flexible responsive approach when they needed it most. At the time of the inspection there were plans in place to recruit nursing support and practical home support volunteers which would offer increased and wider ranging support to families.

Care plans and risk assessments were generally of a high standard and informed staff of what they needed to know. Documentation was regularly updated with families to ensure it was accurate, with a new electronic system about to be introduced which would provide more seamless information exchange and update between the hospices and home care teams. Other supporting documentation provided highly individualised and specific plans, including (where relevant) specific decisions regarding end of life care.

Staff were enthusiastic and passionate about the care they provided. They were well-trained and had specialist skill and knowledge of complex medical needs, and palliative care. They were able to share their knowledge with parents and other professionals, and also had easy access to specialist staff based at the hospices.

Formal systems of training and support were very good, with staff stating they were well supported and encouraged to develop professionally. There was a culture of learning and improvement with a number of staff having taken the opportunity to come to the team on secondment, and others to have additional responsibilities within the organisation. Plans to introduce student placements were a welcome way to develop the service and contribute to wider learning across the sector.

## What the service could do better

Staff changes in some parts of the service had inevitably resulted in some inconsistency for families, though they generally stated this had not had much impact on the support they received. New staff had been recruited, and specialist training organised, which would address this in the very near future. Parental opinions about the CHAS at home team were exceptionally positive and can be read at the beginning of this report.

## 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](http://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
25 Mar 2019	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed 6 - Excellent
29 Mar 2018	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 6 - Excellent Not assessed
16 Mar 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed 5 - Very good
29 Mar 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 6 - Excellent 5 - Very good
31 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 6 - Excellent 5 - Very good
27 Mar 2014	Announced	Care and support Environment Staffing 5 - Very good Not assessed 6 - Excellent

Date	Type	Gradings	
		Management and leadership	6 - Excellent
21 Feb 2013	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Dec 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
17 Mar 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed

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