

Fairport Care at Home Limited Trading as Home Instead Senior Care Support Service

Unit 22
Castlebrae Business Centre
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Telephone: 0131 300 0599

Type of inspection:

Unannounced

Completed on:

10 February 2020

Service provided by:

Fairport Care at Home Limited

Service provider number:

SP2011011569

Service no:

CS2011287415

About the service

Fairport Care at Home Limited trading as Home Instead Senior Care registered as a support service in 2011.

The service operates from an office base in the Craigmillar area of Edinburgh and provides care at home through companionship, help around the home, personal care and dementia care services to older people living in and around the city.

CAREgivers are matched with supported people based on shared values, hobbies and interests.

At the time of inspection, the service was supporting 140 people. Visit times range from a minimum of two hours up to a 24 hour and overnight service if requested.

The service's mission states 'to help our elderly clients to live well at home for longer, to keep visiting the people and places they love and to provide reassurance to their families.'

Their vision is to 'change the face of ageing and elderly care through our companionship led, relationship based care and support'.

What people told us

During the inspection we visited or spoke by phone to supported people and/or their relatives. Overall we listened to the views of eleven people.

We also received 22 completed care standard questionnaires, some of these were completed by supported people and some by relatives.

Feedback from everybody was very positive about the quality of care provided. Some words people used to describe the support received include:

flexible / continuity / chalk and cheese with other providers / consistent / reliable / turn up on time / stay their time / communicate well / use initiative / respectful of our decisions / approachable / comforting and reassuring / wonderful / supportive / professional / adaptable / 5 star plus / I feel involved / everyone knows their roles / very organised / good structure / efficient / give the rest of the family normality / if it wasn't for my support, my life would be miserable / miles better / angels.

It was clear people found their support to be of a very high standard.

We found these to be very powerful and emotive words that described an excellent service.

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	6 – Excellent
Quality of staffing	5 – Very Good
Quality of management and leadership	not assessed

What the service does well

The service had maintained an excellent level of quality, delivering positive outcomes for people experiencing care and for their relatives.

People told us they were extremely happy with the personalised support provided. They had confidence in the provider enabling them to feel safe, to maintain their independence in their own home and to have opportunities to visit places of their choice.

'It feels natural, not institutionalised. Staff have similar likes, they are well matched, use humour and know (relative) well. I feel involved.'

'Home Instead are so reassuring, they give the rest of the family normality. Without them there would be no life.'

Everybody we spoke with told us of the excellent continuity of support. CAREgivers are matched with clients at the beginning of any new support package and these are maintained throughout. Where there was the very odd occasion a different CAREgiver was visiting, people told us they were always informed.

Care and support plans continued to be well organised and detailed. Visual guidance for some tasks were in place meaning it was very clear for staff to follow and reduced any risks of errors.

People told us they were involved in regular reviews and feedback from CAREgivers was sought prior to reviews taking place.

CAREgivers demonstrated a continued motivation and commitment in their approach to supporting people.

Some examples of this proactive support included networking with local supermarkets to set up friendship cafes for people to meet.

One CAREgiver had recently started a 'walkies' group with their Therapet dog.

These opportunities for friendship and exercise were open to all clients of Home Instead and also other elderly people within the community who have a love of dogs or just to meet for a blether.

The service continued to employ people using robust safer recruitment processes we would expect to see.

Induction training was thorough and we saw regular competency checks took place to ensure staff maintained their skills.

Supervisions allowed staff protected time to review their own personal objectives and development.

Team meetings were regular. We saw they were outcome focused, allowing staff opportunities to reflect, learn and improve themselves and ultimately enhance the high quality of support they provided.

A new digital system was in the process of being introduced. This will enable, amongst other areas, staff and management to have secure instant access to up to date documents and to be able to update reviews and notes whilst with supported people meaning everyone was included.

Initial use of the system allowed the service access to audit Medication Administration Records instantly.

The positive benefits of the ability to monitor quality quicker gives assurance to supported people that the service has a culture of continuous improvement.

The service was introducing this system gradually to ensure everyone was competent in its use.

The service continued to collate feedback from supported people and CAREgivers annually. This information was used to help further improvements within the service. The provider had recently invested in resources within the office team to allow these future developments to take place.

It was clear the health and wellbeing of supported people remained central to service values and the support provided was making a difference to individual lives.

What the service could do better

We discussed with the manager some areas where the excellent care and support could be enhanced further to ensure this level of continuity is maintained.

Although the service had very good systems in place to record and audit financial transactions, the service should review their risk assessments and discuss with CAREgivers the procedures when handling people's monies.

There was very good guidance in place to support people with their medication. The service should review how they record volume of medication received and administered to ensure they have a clear audit trail.

Opportunities to develop office staff with outcomes training will enhance their care and support planning development.

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
20 Mar 2019	Unannounced	<div>Care and support</div> <div>6 - Excellent</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>5 - Very good</div>
13 Feb 2018	Unannounced	<div>Care and support</div> <div>6 - Excellent</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>Not assessed</div>
16 Feb 2017	Unannounced	<div>Care and support</div> <div>6 - Excellent</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>5 - Very good</div>
18 Feb 2016	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>5 - Very good</div>
27 May 2014	Announced (short notice)	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>6 - Excellent</div>
16 Jan 2013	Announced (short notice)	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>4 - Good</div>

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