

Dundee City Council - Homecare - Social Care Response Service Housing Support Service

Social Work Office
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Telephone: 01382 435555

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Unannounced

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18 February 2020

Service provided by:

Dundee City Council

Service provider number:

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CS2011286191

About the service

Dundee City Council - Homecare - Social Care Response Service, provides an emergency social care response service to people living within the boundaries of Dundee. The service operates over a 24 hour period, and also provides some planned social care visits. The service also offers an assistive technology service, which assesses people for, and can loan equipment to people in order to assist them to be able to remain at home more safely.

What people told us

18 service users were spoken with during this inspection. On the whole, they were very positive about the service they received. Here are some of the things that they said: -

"This is a very good service I am treated with dignity and respect".

"They usually arrive less than 30 minutes after I have called for them. If it is any longer they will ring me to say they will be late and explain why".

"Yes, they always wear gloves and aprons when giving me personal care".

"There are not enough of them but they are all very nice".

"They are there when I need them. I don't mind if I get male or female carers they always respect my privacy and make me feel safe. A good bunch! 10 out of 10".

"Always there for me when I call; very nice people".

"I know that they prioritise somebody who has had a fall over someone who simply need to personal care. This is not a problem".

"Yes, my service has been reviewed recently".

They are really good with my husband who has dementia.

"I have a lot of falls and they usually arrive when I call them within 20 to 30 minutes. They use this raiser chair and it's always 2 people who come".

"To allay my anxieties about how they work they let me go behind the scenes at their headquarters to look at it all in action. I really appreciated that".

"If I had a complaint I would go to one of the organisers".

"I know most of the carers that come to me and we have a joke and a laugh. 10 out of 10".

"Yes, they write notes in my support plan when they have helped me. 9/10".

Self assessment

No self-assessment was asked for at the inspection but the service's development plan was seen.

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

Quality of care and support

Findings from the inspection

In general, the people who used this service experienced high quality care and support. People were treated with dignity respect and compassion. Support provided was prompt and responsive in most cases and people had confidence in the staff who supported them. Here is some of the evidence found at this inspection.

An integrated service. Since the response team moved its base it has shared a building with, and works closely with, the safety and alarm response centre, community wardens, antisocial behaviour teams and out of hours social work. This means that face-to-face relationships have been built up with the services all of which provide, in certain circumstances, support for staff in carrying out their social care response duties. For example, if community response workers find somebody who needs immediate out of hours social work support, they know who to contact and have a relationship with that team. This enables them to follow-up later and be much more joined up in their approach.

Quality of staff. Staff at this service were found to be well-trained, enthusiastic compassionate, professional and well supported. Staff had the professional qualifications they needed in order to register with the SSSC and they were well supported as a team. Their practice was supervised and observed regularly and they were encouraged to be reflective in their practice. The inspector observed 2 workers assisting someone who had experienced a fall. Their approach was seen to be compassionate, friendly, professional and effective. Staff asked the person what name they wanted to be known by, talked them through everything they did, asked them if they needed medical assistance and generally kept their tone friendly and supportive. The inspector was impressed with this.

Compassion. People who used the service recognised that the staff that supported them were compassionate in that their approach was non-judgemental, friendly and committed. As one service user pointed out; 'they won't leave until life sorted me and I am happy'.

Tech/equipment. The service had access to a variety of tech and equipment which benefited outcomes for service users. The installation of community alarms in people's homes enabled them to feel safe and secure even if they didn't need to use their alarm. The service had also recently upgraded the equipment they used to lift people up from the floor. This had made outcomes for people quicker and more efficient. The inspector observed use of this lifting equipment and was impressed with how smoothly it worked. The service was always looking to improve the equipment it had; its latest innovation was the use of GPS trackers for people who might get confused whilst out in the community.

Resources. Since the last inspection the service had accessed extra resources such as more staff and more vans

to transport them. This meant that response times when people activated their alarms were quicker. This was an obvious boost to outcomes for people who were supported.

Support planning. All service users had a support plan and were benefiting from a programme of reviews which were keeping them up-to-date. This meant that staff out in the field had access to up-to-date information on a person's needs. This would, obviously, ensure that outcomes remained positive for people and that continuity of care was also maintained. Where people had a fall this was passed on to a falls assessment team. Where people's needs changed this was passed on to the relevant care manager for reassessment.

Participation. The service ensured that it got as much feedback as possible from the people who used it. Every month telephone interviews were done with people who had experienced the service, to gather their views. All service users had an information pack and annual surveys were sent out and any improvements warranted were made. The service was keen to know what people thought about the staff out in the field and also about the staff who answered the alarm call. This enabled the service to improve its quality.

Responsive service. Most people who use the service who were spoken with by the inspector felt calls were answered fairly promptly. They understood that the team would prioritise a person who had experienced a fall over someone who needed personal care. This ensured that the service prioritised emergency situations but also that people waiting understood why. The increase in resources and staffing levels meant that response times were shorter.

In conclusion, the care and support provided by the service was of a high quality. It was joined up with other services, in order to ensure that vulnerable people in the community got the best support. Staff were compassionate and well-trained, resources were relatively high and people had confidence in it. This is why a grade of very good has been awarded on this occasion.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The service was found to have high quality management. The appointment of a new manager since the last inspection has had a positive effect on the whole service. More resources, more staff, the implementation of

quality systems and a clear overview for the service have resulted. This has had knock-on effects for outcomes for people who use the service; this has been very positive. The following evidence was gathered at this inspection.

A focus on improvement. The service had improvement as one of its key themes. The manager had consulted with staff and service users around how the service could be made better. This had resulted in the purchase of new hoisting equipment, extra vans and extra staff. In combination these had improved the service that people experienced in terms of response times and quality of staff.

Partnership working. The management of the service saw the value in improving its partnership working with other teams related to what it does. As previously outlined, the service had improved its links to various support teams, which in turn improved outcomes for the people who were supported and for staff.

Clear vision for development. The service had a development plan based on areas identified for improvement. These included adult support and protection, reviews of support plans, reflective journals for staff, open badges, a newsletter for staff, a review of night care, focus on falls, observation of staff, team meetings, palliative care and an early warning to. Staff spoken with were aware of the developments being undertaken and felt part of them. It was clear that these developments could only improve outcomes for people in areas such as their vulnerability, their continuity of care and how they were supported.

Focus on quality. The management of the service had a clear vision of how they expected their staff to behave, what improvements they wanted to make, and systems in place to monitor staff practice, response times, service user's views and maintenance of equipment. Staff spoken with understood what the service was trying to do and how it maintained quality; they felt included and the inspector felt that they were leaders; people who are confident to take control of difficult situations and maintain positive outcomes for people.

In conclusion, this was a service with a clear vision of how it was going to improve, how it would maintain quality and how it would consult with all stakeholders. People using the service had high levels of confidence and this is why a grade of very good has been awarded here.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
19 Oct 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good

Date	Type	Gradings
8 Sep 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
1 Sep 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
16 Nov 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
14 Nov 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
15 Nov 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
4 Dec 2012	Unannounced	Care and support 2 - Weak Environment Not assessed Staffing 3 - Adequate Management and leadership 2 - Weak

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