

Fraser Home Care Support Service

Brambly Hedge
Milton of Culloden
Inverness
IV2 7NU

Telephone: 01463 716796

Type of inspection:

Announced (short notice)

Completed on:

20 January 2020

Service provided by:

Fraser Home Care Ltd

Service provider number:

SP2015012463

Service no:

CS2015336319

About the service

Fraser Home Care is registered to provide a support service (care at home) to adults with assessed needs living in their own homes and in the community. The service registered with the Care Inspectorate on 2 November 2015. The provider is Fraser Home Care Ltd.

The aims of the service include:

- To enable people to live in their own home as a desirable alternative to entering residential care.
- To recognise every individual's right to be treated with respect and act in a way that supports self-esteem, feelings of dignity, personal safety and security.
- To observe everyone's right to confidentiality and to have their personal privacy and property respected.
- To ensure that people have all necessary information in order to make fully informed choices.
- To promote self-reliance, independence and the personally desired level of active social life.
- To be flexible and accommodating and respect difference amongst individuals.

At the time of the inspection 55 people were using the service.

What people told us

We sent out Care Standards Questionnaires to the service to pass on to people who used the service. We received back five completed. We also visited six people in the community and spoke with two relatives. Overall people were highly satisfied with the care and support they received.

People's views included:

'Very happy with the care', 'girls are reliable.'

'the girls are excellent.'

'the girls are excellent, couldn't fault them, they do everything just right, I couldn't do without them.'

'Extremely happy with the care and the staff providing the care.'

'Couldn't put a price on them, [staff] so good.'

We also viewed the response form people experiencing care who had completed the service's own questionnaire that had been recently carried out. These were also very positive about the service.

There were 55 people using the service during this inspection.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. During the inspection visit we discussed and looked at the service's development plan, quality assurance methods and their priorities for developing the quality of experiences of people using the service and the service provision.

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 should experience care and support where all people are respected and valued. The people and their relatives we spoke with all indicated that they were extremely happy with the support workers who delivered the support and with the level of care and support offered. People felt that the support workers were respectful and spoke very positively about them and that they were 'cheerful' 'reliable' 'first class' and 'go above and beyond.'

People should be supported and cared for by people they know so that they experience consistency and continuity. The service organised the staff rota so that people always knew who was visiting. This helped people get to know the different staff who visited them and to build relationships with them. People should know who provides my care and support on a day to day basis and what they are expected to do. If possible, people can have a say on who provides their care and support. It was explained to people that when their regular carer was on holiday or there was sickness that a different carer would cover and were informed of changes. There were very good contingency arrangements in place which meant visits were not missed and any the person was contacted when the support worker was unavoidably delayed.

People's needs were assessed and support plan in place with the person's involvement. People were involved in reviewing their support plan and changes were made in agreement where a need was identified. The Team leader attended weekly meetings other health and social care professionals which ensured good two-way communication. We could see good examples of this in practice and the whole team demonstrated a commitment to providing quality care and support to people using the service and their families. People's support plans were very much person centred and based on people's preferences and needs, current and accessible. This helped ensure that people received the support that was right for them and in a consistent way. We could see in the sample of daily recording we looked at that these were respectful, the interactions we observed between support works and the people they supported were good. People receiving support, and their carers, had built up relationships and a good rapport and valued their visits.

Where possible when people started to receive the service their preference for the timing of their visit(s) were accommodated. However due to the constraints the service had to work within this was not always immediately possible and the service would work towards this. People received information about the service they provided.

People should be confident that people who support and care for them have been appropriately and safely recruited. The service had robust recruitment procedures which we could see they followed to ensure they safeguarded the people who they service supported.

People should have confidence in staff because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. The service was committed to staff training and development which was supported by a comprehensive induction, supervision and appraisal process. Improvements had been made to the induction and training programme for new staff. This enabled staff to get to know the service, their values, the staff and people they supported. Staff were supported to register with the Scottish Social Service Council (SSSC) and were introduced to the codes of practice and the Health social Care Standards as part of the induction. The service had a dedicated training role and training room to ensure staff were supported to obtain the training, skills and competency they needed. In-house training was provided which included face to face training and practical sessions, for example moving and assisting training. Staff also had access to online training and were supported to achieve relevant qualifications. The training facility was being developed further and the provider was committed to providing training and development to their staff team. The monitoring of the service's staff training, and development was taken account of as part of the quality assurance processes. This included for example, practical observations of staff practice, checking SSSC register, staff reflective accounts and feedback from people using the service. Staff had opportunities to meet up on a 4 weekly and could contact or visit the office at any time. Staff told us they had good training opportunities and they received supervision and were well supported.

What the service could do better

The service should continue to continue to further develop in people's support plans with them in an outcome-focused way and to take account of the Health and Social Care Standards in doing so.

Following discussion about the information the service provides people about their service, they developed additional written information to inform people who receive the service through NHS Highland funding. This was to ensure that people were aware of this and how this can be affected, for example, if the person is admitted to hospital for a period of three days or more. This information was to be added to the existing written information people had received from the service.

The service should continue to build on their performance which currently demonstrates major strengths in supporting positive outcomes for people.

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
14 Jan 2019	Announced (short notice)	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>5 - Very good</div> <div>Not assessed</div> <div>Not assessed</div> <div>5 - Very good</div>
9 Mar 2018	Unannounced	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>5 - Very good</div> <div>Not assessed</div> <div>4 - Good</div> <div>4 - Good</div>
13 Jan 2017	Announced (short notice)	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>4 - Good</div> <div>Not assessed</div> <div>3 - Adequate</div> <div>3 - Adequate</div>

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