

Pin-Point Health & Social Care Support Service

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Aberdeen
AB11 5AR

Telephone: 01224 825 860

Type of inspection:
Unannounced

Completed on:
25 June 2021

Service provided by:
Nova Payroll Management Services
Ltd

Service provider number:
SP2014012262

Service no:
CS2014324191

About the service

Pin-Point Health & Social Care is a care at home service registered to provide support to adults in their own homes. Support ranges from a few hours per week to 24-hours per day. The provider is Nova Payroll Management Services Ltd. At the time of the inspection, the service was supporting approximately 45 people living in their homes across Aberdeen City. The service has been registered since 12 June 2015.

The aim of the service is: "to work in partnership by providing dedicated, loyal, and caring staff, coupled with a best value approach, delivering a complimentary range of distinctive, high quality, and reasonably-priced care at home services that have a positive impact on their lives and those close to them".

This was a focused inspection to evaluate how well people were being supported during the Covid-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of people experiencing care during the pandemic.

This inspection was carried out by an inspector and supported by an inspection volunteer from the Care Inspectorate.

What people told us

We spoke to several people who were supported by the service and their representatives. They told us their experiences of the support delivered by the care workers was very positive and that staff were always respectful. Some people told us they sometimes did not know who would be coming to support them and that some aspects of communication could be improved. Some of the comments people made were:

- "Can't fault the care."
- "Mum is always happy to see staff."
- "Staff are polite, friendly, and caring towards mum."
- "Communication could be better."
- "Some staff don't stay their allocated time."
- "It's difficult to build trust without consistent staff."
- "Very impressed with the manager."
- "Regular carers go above and beyond."
- "[Staff member] is exceptionally good."

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	4 - Good
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How good is our care and support during the COVID-19 pandemic?	2 - Weak
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We evaluated the service as good at supporting people's wellbeing. This is because we saw a number of important strengths which clearly outweighed areas for improvement.

People we spoke to told us they were happy and content with their support. They told us that staff were respectful, warm, and compassionate. Some people told us that they did not always know in advance who would be coming to deliver their support. Although most people did not have concerns with this, some felt that this made it difficult to offer consistency and build a trusting relationship between people and staff.

Care plans were clearly person-centred and this enabled staff to ensure the support they delivered reflected the person's choices, wishes, and needs. We were aware that the service is currently moving through a period of transition to the use of electronic care planning. Whilst feedback around the new system was positive from people we spoke to, the new electronic plans did not reflect the same level of detail. When we discussed this with the leadership team, they agreed that it was important that the new care plans were expanded to ensure support remained consistent and had plans in place for this to be completed.

The service had a good ethos around people getting the most out of life and we saw examples where creative thinking had resulted in positive outcomes for the person. One lady had seen a decline in her health due to a reduction in her food intake. The service had worked with the lady to understand that she had felt lonely and missed the social side of eating a meal. As a result, arrangements were made to ensure that the staff now eat lunch with the lady and this has encouraged her to increase her food intake.

The service was responsive to the changing healthcare needs of people. Staff contacted the wider multi-disciplinary team for input at appropriate intervals. This allowed for assessments and interventions, such as the use of mobility aids to be delivered, and in turn ensured the person's wishes to remain at home were respected.

How good is our care and support during the COVID-19 pandemic?

2 - Weak

7.2 Infection control practices support a safe environment for both people experiencing care and staff

We evaluated the service's infection control practices as good. This is because we saw a number of important strengths which clearly outweighed areas for improvement.

The office was clean, tidy, and free of clutter which allows for effective cleaning. Throughout the area there was signage alerting staff to social distancing measures, to wear masks, and around hand hygiene. Throughout our visit it we observed staff following these measures.

There were plenty supplies of personal protective equipment (PPE) and this was stored appropriately in the office. As all support is delivered within people's own individual homes, staff receive regular supplies of PPE from the office base and were able to explain the procedure for this to me.

Staff have received training in relation to infection prevention and control during the Covid-19 pandemic and were able to talk through the correct process of selecting, using, and disposing of PPE in line with current government guidance. People receiving support and their relatives told us that staff always use PPE and they were confident in the measures staff took to support a safe environment.

7.3 Staffing arrangements are responsive to the changing needs of people experiencing care

We evaluated the staffing arrangements as weak. This is because the strengths of the service were compromised by areas that the service requires to improve.

We were satisfied that people's needs and preferences were being met by the team providing their support. However, during the course of the inspection, it was identified that all members of staff were not registered with an appropriate professional body. This meant that the service did not meet the regulations set out by the Scottish Parliament. When we discussed this with the leadership team, they were very responsive and took immediate action to resolve this oversight (**see requirement 1**).

Staff reported that they felt well supported by the leadership team and appreciated the use of welfare telephone calls and email updates. They told us they were comfortable to seek support from senior members of staff.

Staff were taking part in regular testing and were confident to recognise the signs and symptoms of Covid-19 and the action to take should there be a suspected case. The service had devised a contingency plan should staff become absent due to Covid-19 to ensure the minimal disruption to the people receiving support.

The service carried out regular observations of staff practice to gain assurance of compliance and, where necessary, provide further support to staff. Throughout the Covid-19 pandemic, the service had extended the areas of observation to include the use of PPE and hand hygiene. The system in place for the recording and monitoring of accidents and incidents did not appear to be wholly effective. This meant that opportunities for reflective practice and subsequent improvement plans may be missed and, in turn, the service may not fulfil its statutory duty of notification reporting to the Care Inspectorate (**see requirement 2**).

Requirements

1. The provider must ensure that all staff are registered with an appropriate regulatory body.

By 16 July 2021, the provider must improve the quality assurance systems in place to monitor staff's registration status with an appropriate regulatory body. In order to achieve this, the provider must adhere to the following:

- Identify current registration status for all staff.
- Ensure all staff have achieved registration with an appropriate regulatory body within the timescale set by the Scottish Social Services Council (SSSC).

- Develop a quality assurance system to monitor registration status, conditions of registration, annual renewal date, and expiry date.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice, and follow their professional and organisational codes" (HSCS 3.14).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 15(a) - Staffing; and the Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002, Regulation 9(1)(c) - Fitness of Employees.

2. The provider must ensure that any emergency or unexpected events that take place whilst people are receiving care and support are identified.

By the 16 July 2021, the provider must ensure that an effective procedure is in place which records unplanned events and supports a process of reflection and continuous improvement. In order to achieve this, the provider must adhere to the following:

- Review current arrangements for the reporting of unplanned events.
- Support staff to ensure their knowledge and understanding of the importance of recording and reflection of unplanned events.
- Ensure any relevant events are reported to the necessary agency, such as Adult Support and Protection and the Care Inspectorate.

This is in order to comply with

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My care and support is provided in a planned and safe way, including if there is an emergency or unplanned event." (HSCS 4.14).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 4(1)(a) - Welfare of Users.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good

How good is our care and support during the COVID-19 pandemic?	2 - Weak
7.2 Infection prevention and control practices are safe for people experiencing care and staff	4 - Good
7.3 Leadership and staffing arrangements are responsive to the changing needs of people experiencing care	2 - Weak

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