

1st Homecare Irvine Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
24 June 2021

Service provided by:
1st Home Care Ltd

Service provider number:
SP2005007703

Service no:
CS2015340104

About the service

The service is based in Irvine and is registered to provide a care at home and housing support service in a combined way to adults including older people living in their own homes.

The service registered with the Care Inspectorate on 16 September 2015.

The aims and objectives of the service state that their core services are to:

- Encourage Self Directed Support - enabling people to have a real choice, real voice, real lives.
- Enables vulnerable people to remain within their homes and live independently, leading fulfilling lives in their communities.
- Ensure that every service user is able to receive information, advice and support according to their individual needs.
- Our focus is to deliver innovative, responsive and sustainable services, working in partnership with NHS and local authority professionals to ensure the improvement of health, wellbeing and independence for service users and their families.

This was a focused follow up inspection to evaluate how the service had responded to requirements made in the previous inspection report dated 10 June 2021.

We wrote this report following a short notice announced visit to the service on 24 June 2021.

What people told us

We did not contact any clients as part of this inspection.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 5 August 2021, the provider must review care plans and risk assessments to ensure they contain:

- a) Accurate and up-to-date information which directs staff on how to meet people's care and support needs.
- b) Information regarding the actual and/or potential impact of Covid-19 on people's health, wellbeing and care needs.
- c) Information regarding anticipatory care planning to ensure staff can support people's future care needs, choices, and preferences.
- d) Detailed six monthly care reviews which reflects people's care needs and preferences.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care

Services) Regulations 2011, (SSI 2011/210) Regulation 5(2)(b)(iii) – Personal plans.

This is also to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state:

'I am fully involved in developing and reviewing my personal plan, which is always available to me.' (HSCS 2.17).

This requirement was made on 10 June 2021.

Action taken on previous requirement

We did not assess this requirement during this inspection.

The service has until 5 August 2021 to address this requirement.

Not assessed at this inspection

Requirement 2

By 24 June 2021, the provider must ensure people experience a service with well trained and competent staff. You must ensure:

- a) All staff have received training appropriate to their role regarding: hand hygiene, infection prevention and control, donning, doffing and disposal of personal protective equipment (PPE) and Covid-19.
- b) Staff practice in relation to infection, prevention and control measures is properly evaluated. This must include evaluation of staff practice in the use and disposal of personal protective equipment (PPE).

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4(1)(a) and (d).

This is also to ensure care and support is consistent with the Health and Social Care Standards which state:

'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).

This requirement was made on 10 June 2021.

Action taken on previous requirement

The service had reviewed and amended the content of their infection control training module. All staff had completed the new training.

The service had implemented more robust systems to monitor and evaluate staff's practice regarding the use and disposal of PPE.

We spoke with some staff who confirmed they had recently completed further infection control training. Staff confirmed their practice had been observed to ensure they were using and disposing PPE correctly.

This requirement is met within timescale.

Met – within timescales

Requirement 3

By 5 August 2021, the provider must ensure people experience a service with well trained and competent staff. You must ensure all staff receive training appropriate to their role, which includes, but not limited to, moving and handling, and the management of medications.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4(1)(a).

This is also to ensure care and support is consistent with the Health and Social Care Standards which state:

'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).

This requirement was made on 10 June 2021.

Action taken on previous requirement

We did not assess this requirement during this inspection.

The service has until 5 August 2021 to address this requirement.

Not assessed at this inspection

Requirement 4

By 24 June 2021, the provider must ensure all accidents and incidents are fully documented, reported to the relevant external professionals and next of kin are kept informed.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is also to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state:

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11).

This requirement was made on 10 June 2021.

Action taken on previous requirement

The manager had ensured accidents and incidents had been documented and reported to appropriate agencies in line with published guidance.

This requirement is met within timescale.

Met - within timescales

Requirement 5

By 24 June 2021, the provider must improve their practice of informing the Care Inspectorate of any notifiable events as detailed in 'Records that all registered care services (except childminding) must keep

and guidance on notification reporting'.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is also to ensure care and support is consistent with the Health and Social Care Standards which state:

'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected.' (HSCS 4.18).

This requirement was made on 10 June 2021.

Action taken on previous requirement

The manager had followed the Care Inspectorate's notification guidance and required information had been submitted.

This requirement is met within timescale.

Met - within timescales

Requirement 6

By 5 August 2021, the provider must ensure that the approach to quality assurance is reviewed and improved to establish robust monitoring processes informed by evidence based good practice and a strong focus on personal outcomes, using learning effectively to improve the service for people experiencing care.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010) Regulation 3 - Principles; Regulation 4(1)(a) - Welfare of users.

This is also to ensure care and support is consistent with the Health and Social Care Standards which state:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

This requirement was made on 10 June 2021.

Action taken on previous requirement

We did not assess this requirement during this inspection.

The service has until 5 August 2021 to address this requirement.

Not assessed at this inspection

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The service should ensure there is an effective medication management system in place to direct staff on how best to support people with their oral and topical medications.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state

'If I need help with medication, I am able to have as much control as is possible.' (HSCS 2.23).

This area for improvement was made on 10 June 2021.

Action taken since then

We did not assess this area for improvement at this inspection.

Previous area for improvement 2

The service should ensure all comments/concerns and complaints are managed in accordance with the company's complaints policy and procedure.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state:

'I use a service and organisation that are well led and managed.' (HSCS 4.23).

This area for improvement was made on 10 June 2021.

Action taken since then

We did not assess this area for improvement at this inspection.

Previous area for improvement 3

The service should ensure all staff are able to access and log the results of their Covid-19 lateral flow test.

This is also to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state:

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11).

This area for improvement was made on 10 June 2021.

Action taken since then

Staff had been provided with information on how to record their lateral flow test results. We spoke with some staff who confirmed they were now able to log their results.

This area for improvement is met.

Complaints

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

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