

Safe Hands Support Scotland Housing Support Service

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Type of inspection:
Unannounced

Completed on:
10 September 2021

Service provided by:
Safe Hands Support Scotland Ltd

Service provider number:
SP2020013517

Service no:
CS2020379966

About the service

Safe Hands Support Scotland was registered with the Care Inspectorate on the 19 November 2020.

It provides a Care at Home/Housing Support service to people living in the Stirling and Clackmannanshire areas.

The service is currently supporting around 40 people. The service is provided by a team of 12 people, one of whom is the managing director.

The aim of the service is: "To be the choice for care that gives people the freedom to stay in their own homes."

What people told us

We spoke with five people using the service and five relatives. People were very happy with the service. They said the staff and management were responsive and reliable. Staff attended when they said they would and carried out the tasks that had been agreed. People said staff were pleasant and helpful and listened to them.

Comments included the following:

"Safe Hands are excellent- no issues at all, they could not be better. Excellent manager and very approachable. Very happy with the service I receive."

"Couldn't ask for anything any better. They've always been absolutely fantastic. I'm very satisfied with them all."

"I would highly recommend Safe Hands Support Scotland, to anyone that needed carers. They made a difference to my dad's life."

"All the helpers have cared for me very well."

"They always arrive at the right time, its always the person we were expecting to be visiting . All in all we are pretty satisfied with the work they have been doing on this house."

"The first thing I do in the morning is check the Birdie app and see how my mother is doing. I have not been able to visit my mother due to the COVID pandemic so have found this to be invaluable. Feel my mother is receiving a very good service which is right for her. I've found them to be responsive."

"I am extremely pleased with the manager's help and attitude towards my mother. She has really been a tremendous help throughout such a difficult time. She is a very caring person and helpful in emergencies too. I am very impressed with her level of care and attention."

"I found Safe Hands Support to be very professional during the pandemic they looked after my relative for a short while, but I was very satisfied with the service. I especially liked the portal access and updates on my mum this was invaluable to me, seeing the pictures on a daily basis after each visit, as I wasn't able to call in each day."

This enabled me to see how my mum was doing and knowing that someone had called in, given her food and also the fact that she was looked after. If I was concerned about anything I gave them a call and they updated me – excellent service."

"Safe Hands Support have exceeded my expectations of a care team. I feel confident that my relative is in safe, competent hands and that he is being treated with dignity and respect. The team has been prepared to go beyond the call of duty to provide the best possible support. I have been comforted by the regular updates by way of the Birdie app. I can see that everything is being kept clean and tidy; that meals are served nicely; and that my relative is helped appropriately with all necessary personal care to the best of the team's ability. This is a challenging and probably thankless task much of the time, yet it is clear that their resolve and commitment is unwavering. Outwith the app, I am informed of any other occasional health or other concerns the team encounters and what action they are taking to deal with those concerns. I rate Safe Hands Support highly; it would be difficult for me to suggest any improvements to the service."

We carried out an inspection of the service using virtual technology.

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
How good is our care and support during the COVID-19 pandemic?	4 - Good

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

The service aims to support people to live as independently as possible within their own homes and to facilitate safe discharge from hospital. People were involved in deciding what they wanted to be supported with and how they wished this to be done, and this formed the basis of their care plan.

The service was flexible and responsive to people's individual needs and their personal circumstances. People using the service and their relatives told us they appreciated the service's professionalism and hard work they put into ensuring that the service worked for people as they needed it to.

The service is small and as a result people received care from a small group of staff who they could form a relationship with. People told us they valued knowing who was going to be giving them their support and their good timekeeping. This made people feel secure and supported.

People had copies of their care plans within their homes but could also use an App the service utilises. The App allows people using the service (and their relative) to see what tasks have been carried out and any issues as they arise.

This was particularly valuable for relatives who lived at a distance, who told us they felt reassured because they could see their relative every day and that they were being cared for.

People told us the service was very well managed and that if any issues arose they could contact the service and be confident any issues would be promptly dealt with. This meant people's care and support was stable because people work together well.

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

4 - Good

People told us their care was provided by the same small group of people, meaning the risk of transmission of COVID was minimised as far as possible. The service had robust contingency planning in place in the event of an outbreak. This meant people felt confident that their support would be delivered safely.

We reviewed the service's Infection Prevention and Control policy and found it to be of a good standard including information relating to the COVID pandemic, linked to the National Infection Prevention and Control Manual (NIPCM), which details up-to-date guidance for care at home services.

Staff described the protocol they used when working with people and followed the service's COVID procedure and protocols which are in line with current guidance. Staff had access to enough PPE (Personal Protective Equipment) and alcohol based hand gel to use when no handwashing facilities were available. Staff were confident in using these protocols to help keep people using the service and themselves safe.

Staff follow a weekly testing protocol which is in line with current guidance.

The service had not been telling us about staff absences and we reminded them of the importance of doing so.

Complaints

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

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?	4 - Good
7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic	4 - Good
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	4 - Good

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