

Connected Care Services Limited Support Service

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Unannounced

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Service provided by:
Connected Care Services Limited

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CS2019377291

About the service

The service is provided by Connected Care Services Limited, an independent provider of home care. The service operates from an office in Lochgelly.

The service provides a care at home service to adults in Fife. At the time of inspection the service was supporting around 200 people in their homes and had a team of around 100 staff.

The aim of the service is "to provide a safe and professional service tailored to you" Connected Care Services will do this by offering personal, social and domestic care to meet the assessed needs of the people they support.

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 two inspectors from the Care Inspectorate.

What people told us

Due to current Covid-19 restrictions, we were unable to carry out home visits to people receiving a service. To gather people's views, we spoke with 16 service users or their relative/representative and 12 staff by telephone.

Most people told us they were satisfied with the care and support provided by Connected Care Services and had good relationships with staff and management. Comments included:

"very happy with the service . Keeps Mum in her own home"

"happy with everything, rely on care staff. Good at telling me if my medication is running low"

"communication can vary and sometimes (client) is informed of changes but not always"

"very happy with service"

"quite happy, girls are lovely"

" they are sorting things out for me"

"carers are kind and caring"

"I appreciate everything Connected care do for me"

"they do the best they can"

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

We evaluated the service as performing at a good level in supporting people's wellbeing. An evaluation of good applies to performance where there is a number of important strengths which, taken together, clearly outweigh areas for improvement. The service was continuing to develop ways to improve the service to promote good outcomes for people who experience it.

Discussions with people who use the service and their relatives was mostly very positive. People said their regular carers were excellent and they had a good rapport and relationship with them. People told us that they felt respected and their views were generally valued.

People told us that they were involved in developing and reviewing their personal plan. We found that the plans contained detailed information on people's abilities and needs. Clear information on how to support individuals' needs formed part of their personal plan which promoted consistency of care and good outcomes for people. Risk assessments were detailed and updated when there was a change in circumstances which meant people were kept safe. Plans also contained guidance regarding medical conditions and equipment to inform staff knowledge and practice. As a result, people would receive care and support that they needed and people said that they had confidence in the skills and abilities of staff.

The way people receive their medication from staff should be safe and they can be reassured that there is an effective system to make sure that they are supported to receive the correct medication at the right time.

We reviewed the accident and incident records held by the service and saw that they were completed fully and handled correctly. Where necessary they had been notified to the Care Inspectorate.

The service had a complaints procedure in place and we saw that the procedure was adhered to when complaints were received. Service users told us they knew who to contact if they had any complaints or concerns.

We spoke with staff about keeping people safe. They were able to demonstrate a very good working knowledge of what might mean people were at risk, and how and who they would report any concerns to.

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

4 - Good

7.2 Infection prevention and control practices are safe for people experiencing care and staff.

Our focus in this inspection was to establish if people's health and wellbeing benefited from their care and support in relation to the Covid-19 pandemic. We found the strengths outweighed weaknesses, resulting in an evaluation of 'good' in this area of inspection. These strengths had a positive impact on people's experience and outcomes.

We could see that the service was responsive to people's healthcare needs during the pandemic. There was evidence of referrals to external professionals to support people with non-Covid-19 related issues. It was also clear that staff were considering possible Covid-19 related symptoms that people presented with and were discussing these with the relevant people. We were able to confirm that staff testing was being carried out as part of this approach.

We found the service had good supplies of Personal Protective Equipment (PPE) and staff knew how to access it. People who use the service told us staff were vigilant about the appropriate use and disposal of PPE which made them feel safe during visits.

In the main, staff travel to and from in their own car. If car sharing was necessary, protocols were in place taking cognisance of the latest guidance. This minimised the risk of transmission of infection.

7.3 Leadership and staffing arrangements are responsive to the changing needs of people experiencing care.

People who use care services should feel confident that staff arrangements are responsive to their changing needs, with staff having the right skills and knowledge to improve outcomes. We found the strengths outweighed weaknesses, resulting in an evaluation of 'good' in this area of inspection.

Staff spoken with verified they were kept informed of updated guidance by the training manager. Competency based observations of staff were being carried out. These checks informed and assured managers that staff were skilled, confident and competent in areas of infection control to keep people safe.

Staff told us they found management approachable, supportive and could always contact someone via the phone for advice. The organisation had employed a wellbeing officer predominantly for staff to enhance their wellbeing. Some staff supervisions were behind schedule but the manager stated this will be remedied when the new field supervisor started which was imminent.

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
7.2 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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