

## Eben Care and Support Ltd Support Service

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Telephone: 07985 159 730

**Type of inspection:**  
Unannounced

**Completed on:**  
23 August 2021

**Service provided by:**  
Eben Care and Support Ltd

**Service provider number:**  
SP2019013410

**Service no:**  
CS2019377813

## About the service

Eben Care and Support Limited registered with the Care Inspectorate on 20 April 2020.

The service provides care at home to adults and older people living in their own homes and in the wider community.

Their aims and objectives are:

- To provide care that encapsulate the five principles, as laid out in the Health and Social Care Standards: dignity and respect, compassion, be included, responsive care and support and wellbeing.
- To improve the quality of life of all the Service Users in our care.
- To ensure that privacy and confidentiality is upheld.
- To provide care that meets with the individual needs of Service Users.
- To ensure Service Users' choices and decisions are considered
- To ensure that all our Services are protected from neglect, abuse or avoidable harm.
- To ensure that equality and diversity is upheld in both our recruitment selection and those we care for.

13 people were currently being supported by the service.

## What people told us

This was a focussed inspection to follow up on the 1 requirement and 3 areas for improvement, made at the inspection on 06/05/21 therefore, we did not speak with anyone who was using the service.

## 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 good is our staff team?	3 - Adequate
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Further details on the particular areas inspected are provided at the end of this report.

## How good is our staff team? 3 - Adequate

We carried out an initial inspection of the service on 3, 4, 5 and 6 May. The overall evaluation for this key question was adequate. We completed another visit to the service on 23 August to follow up on the improvements that were required.

We have reported on our findings under the following sections of this report:

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

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

The service had met the requirement made in June. However, we repeated an area for improvement as detailed below. (see area for improvement 1)

### Areas for improvement

1. To ensure that people can be confident that staff have the appropriate knowledge and skills, the service should ensure that:

- a) Records of induction are kept for each staff member.
- b) A system is developed and implemented for monitoring staff competence during their probation period.
- c) A system is in place for ongoing monitoring and supervision of staff following successful completion of their probation period.

This ensures 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)

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

### Requirements

#### Requirement 1

To ensure that people can be confident that staff have been recruited safely the provider must ensure that, by 15 August 2021, the recruitment of staff has been informed by all aspects of safer recruitment guidance, as detailed in 'Safer Recruitment Through Better Recruitment' November 2016 and that staff do not start work until all pre-employment checks have been concluded.

This ensures care and support is consistent with the Health and Social Care Standards, which state: "I am confident that people who support and care for me have been appropriately and safely recruited". (HSCS 4.24). It also complies with Regulation 9(2)(b) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

**This requirement was made on 6 May 2021.**

#### Action taken on previous requirement

There had only been one new member of staff employed since the last inspection. This person had been recruited following best practice guidance. A recruitment tracker and matrix were now in place that identified the key areas of safe recruitment to ensure this was adhered to in the future.

**Met - within timescales**

## 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

To ensure that people can be confident that staff have the appropriate knowledge and skills, the service should ensure that:

- a) Records of induction are kept for each staff member.
- b) A system is developed and implemented for monitoring staff competence during their probation period.
- c) A system is in place for ongoing monitoring and supervision of staff following successful completion of their probation period.

This ensures 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 area for improvement was made on 10 June 2021.**

#### Action taken since then

The service were still in the process of recording induction and probation periods retrospectively for all staff.

This area for improvement was repeated.

#### Previous area for improvement 2

To ensure that people can be confident that their care and support needs are assessed and right for them, the service should develop and implement their risk assessment and support plans.

This ensures care and support is consistent with the Health and Social Care Standards, which state: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices". (HSCS 1.15)

**This area for improvement was made on 6 May 2021.**

#### Action taken since then

The service were still in the process of fully developing this for each person they support. Existing risk assessments had been kept up to date.

This area for improvement was repeated.

#### Previous area for improvement 3

To ensure that people can be confident that staff are adhering to the most up to date guidance around COVID-19, the service should develop their Infection Prevention and Control Policy to include COVID-19 guidance.

This ensures care and support is consistent with the Health and Social Care Standards, 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 6 May 2021.**

## Action taken since then

The Infection Control Policy had been updated to include information relating to COVID-19 and the updated National Infection Prevention and Control manual.

This area for improvement had been met.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

Detailed evaluations

How good is our staff team?	3 - Adequate
3.1 Staff have been recruited well	3 - Adequate

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