

JKL Care Services Ltd Support Service

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Unannounced

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Service provided by:
JKL Care Services Ltd

Service provider number:
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CS2019376139

About the service

JKL Care Services Limited was registered with the Care Inspectorate on the 30 October 2019 to provide a Care at Home Service in the North and South Lanarkshire.

The service provides support with personal care needs and a range of daily living tasks in people's own homes. At the point of inspection there was 38 people using the service and 40 staff members.

"The company was established on the three key principles of being personal, passionate, and proud and through maintaining these values, our team is capable of making a difference in the lives of those we support each and every day."

What people told us

Due to COVID-19 restrictions we were unable to undertake home visits, however we telephoned a range of people who use the service and/or their relatives. The feedback we received was very positive. People spoke of receiving a reliable service and having the support from the same carers which is particularly important when receiving support with personal care needs. The people using the service and relatives spoke positively about communication from and with the support workers and managers. Some of the comments made are below:

'they are wonderful'
'some are very amusing, its a great thing to have a laugh'
'incredible'
'it is perfect for my needs'
'everything just seems right.... excellent'
'always have their JKL top to identify themselves'
'they seem on the ball'
'they are perfect'
'carers cheer my mum up'
'this is the best care service I've had'
'always phoning to make sure everything is ok'
'its excellent, couldn't manage without them'
'If I had a word better than wonderful then I would use it.'

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 assessed how well the service supported people's wellbeing and found that people were experiencing a good level of care and support.

People should be supported and cared for by staff members they know so they experience consistency and continuity. People using the service were very happy with the quality of care and support they received. They spoke about the benefit of having the same carers at the same times and that they felt the carers were respectful and carried out their roles in a professional manner. We heard from people that trusting relationships had been developed and care was never rushed.

From our discussions with staff, we concluded that the staff were extremely motivated and committed to providing a high level of care and support.

A person's personal plan (sometimes referred to as a care plan) should be right for them because it sets out how their needs will be met, as well as their preferences and choices. The service uses a digital platform to store and share personal plan information with the staff. These had some good personalised information along with relevant risks assessments. Staff spoke positively about accessing the information in these plans and recording any actions taken.

Reviews of the service and support plans were carried out regularly and in addition there was regular contact with people providing additional opportunities to raise issues or generally discuss the service. We recommended that they review how they incorporate anticipatory care planning within their current process of assessment and review. (See Area for Improvement 1).

Areas for improvement

1. People should be consulted and supported with end of life care planning and Anticipatory Care Plans should include their representatives if required.

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

"I am supported to discuss significant changes in my life, including death and dying, and this is handled sensitively." (HSCS 1.7)

"If I am unable to make my own decisions at any time, the views of those who know my wishes, such as my carer, independent advocate, formal or informal representative, are sought and taken into account." (HSCS 2.12)

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

We found that overall the care and support during the COVID-19 pandemic was good.

People told us that staff always attended their homes wearing personal protective equipment (PPE). We found that there was a good system to ensure staff had ongoing access to a stock of PPE. When we interviewed staff, we found that most had a good knowledge of COVID-19 and guidance on infection prevention and control.

However, did note that a number of staff misunderstood the correct procedure for removing the PPE and also the correct process for disposing of PPE in the event of a suspected or confirmed outbreak of COVID-19.

The management team undertake regular observational checks on staff and we encouraged them to tightened up the observations of staff practice of wearing PPE, disposing and knowledge of the source of all guidance, namely Public Health Scotland Guidance. This will help to ensure that staff practices are reflective of current guidance and help to limit the spread of infection and keep people safe. (See Area for Improvement 1).

People should be supported by an organisation and service that are well led and managed. The management team had a good oversight of the service delivery, staff training, care planning and reviews and carried out regular practice observations on their staff to ensure competent performance.

People should have confidence in staff because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. Staff we spoke to during inspection told us they had access to a good training package balanced between online and face-to-face sessions. They also informed us that management were available, approachable and supportive when contacted for assistance or advice.

Management were aware that they were behind in carrying out a number of monitoring tasks and were in agreement that they would pause any further growth of the organisation until the management positions were stabilised and processes embedded to ensure that people continue to receive care and support in line with the Health and Social Care Standards. (See Area for Improvement 2).

Areas for improvement

1.

To ensure that people experience safe care and support from staff who adhere to the necessary infection prevention and control standards the service should ensure that:

- a) All staff have access to the relevant guidance for infection prevention and control.
- b) All staff receive training, development and practice observations to maintain safe care in the use of and safe disposal of PPE in line with Health Protection Scotland Guidance (COVID-19 Information and Guidance for social, community and residential care settings).

This is in order to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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).

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

2. The service would benefit from developing an improvement plan in line with the Care Inspectorate Quality Framework for support services.

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

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

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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