

## Carswell Care Support Service

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Announced (short notice)

**Completed on:**  
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**Service provided by:**  
Carswellcare Limited

**Service provider number:**  
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**Service no:**  
CS2018370839

## About the service

Carswell care provides a care at home service for adults and older people living in their own homes. The service covers the Auchterarder and Crieff areas. It has been registered since 2019.

The service's aims include offering a unique, one to one service with high quality care provided by skilled staff. It aims to promote people's independence, assist people to maintain existing interests and hobbies as well as develop new ones.

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.

## What people told us

As this was a follow up inspection focused on key areas we did not contact people for feedback.

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

Our focus at this inspection was to follow up on the two requirements made at the previous inspection and the four areas for improvement.

We found the two requirements were met. However, some of the areas for improvements were not met. The service had taken some steps to address these areas for improvements but more was still needed to be done.

The service still did not always have enough detail in people's care and support plans and it should develop plans for how someone may be supported if they were to have Covid-19. We have repeated the area for improvement for this. **(See area for improvement 1)**

Whilst the service had considered how significant staffing shortage may be addressed, it had not done so in sufficient detail. The service should develop a contingency plan for significant staffing shortage. We have repeated the area for improvement for this. **(See area for improvement 2)**

At the last inspection, we made an area for improvement for staff training. This was to ensure staff had also the necessary training to meet people's needs. The service needs to take further action in this area. We have repeated the area for improvement for this. **(See area for improvement 3)**

## Areas for improvement

1. The service provider should review people's care and support plans to ensure they include all key information about how people's care and support needs are being met. This should take account of key areas of planning relevant to Covid-19. Plans should be written in a person centred way and include a person's wishes and choices for their support. Making plans should involve the person, their family and/or representative.

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

state that: '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)

2. The service provider should have a detailed plan in place for any significant staffing absence that could impact on people's care and support arrangements. It should include priority actions to take and key other agencies to contact and inform.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.' (HSCS 4.14)

3. The service provider should develop a training plan for staff based on the health and wellbeing needs of the people it supports. This will help make sure staff have the right knowledge and training to provide high quality, person centred support. Training plans should be reviewed on a regular basis.

This is to ensure that care and support is consistent with the Health and Social Care Standard which state that '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

By 16 August, 2021, the service provider must ensure that all staff have the right information and knowledge to carry out their role in relation to infection prevention and control and Covid-19.

In order to achieve this the service provider must:

- Ensure all staff are following current guidance on infection prevention and control and Covid-19 relevant to services providing care and support in a person's home.
- Regularly check staff's training and practice in relation to infection prevention and control and Covid-19.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that: '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 is in order to comply with Regulation 4(1)(a) and 15(b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

**This requirement was made on 3 June 2021.**

#### Action taken on previous requirement

The service had the relevant guidance on infection prevention and control and Covid 19 for care at home provision available for staff to consult. There were checks in place to ensure the latest guidance was being followed.

There was a Covid 19 folder and this contained guidance on different aspects of safe practice such as hand washing and PPE use.

We saw staff's safe practice, for example putting on and taking off PPE, had been checked. There was a system for regular checks to take place.

Overall, this requirement had been met. We did advise that at staff meetings, Covid 19 and IPC practice should be discussed and this should be recorded as such meetings provide another opportunity to ensure staff remain aware and knowledge about this area and can discuss any concerns.

**Met - within timescales**

## Requirement 2

By 16 August, 2021, the service provider must ensure staff members are registered, or in the process of registering, with their appropriate professional body.

In order to achieve this the service provider must:

- Meet the requirements set out in the Registration of Social Workers and Social Service Workers in Care Services (Scotland) Regulations 2013 (which states that all social service workers must be registered within six months of starting their role).
- Develop a system of overview which identifies registration renewal dates and act in accordance with the regulations should registration lapse.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that: '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 is in order to comply with Regulation 9(1) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

**This requirement was made on 3 June 2021.**

### Action taken on previous requirement

The staff at the service had submitted their registration applications to the Scottish Social Services Council. The manager was aware of ensuring staff are registered and having a system in place to monitor this. This requirement was met.

**Met - outwith 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

The service provider should review people's care and support plans to ensure they include all key information about how people's care and support needs are being met. This should take account of key areas of planning relevant to Covid-19. Plans should be written in a person centred way and include a person's wishes and choices for their support. Making plans should involve the person, their family and/or representative.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that: '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 3 June 2021.**

## Action taken since then

This area for improvement was not met. Some actions were taken to improve the detail and guidance in people's care and support plan. However, there was still no specific guidance for a person's care should they have Covid-19.

In addition, people's care and support plan can be further improved by including more detail about care needs and information about their wishes. This will help to guide staff to provide consistent care and support. We have repeated this area for improvement.

## Previous area for improvement 2

The service provider should ensure that the Care Inspectorate is notified of events as detailed in 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: "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 area for improvement was made on 3 June 2021.**

## Action taken since then

Since our last inspection, the service has been submitting notifications as required. This area for improvement was met.

## Previous area for improvement 3

The service provider should have a detailed plan in place for any significant staffing absence that could impact on people's care and support arrangements. It should include priority actions to take and key other agencies to contact and inform.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.' (HSCS 4.14)

**This area for improvement was made on 3 June 2021.**

## Action taken since then

The area for improvement was not met. The service had not taken enough action to address this area for improvement.

A senior staff member was able to outline how a shortage of staff would be responded to. However, there was not a detailed, written plan that demonstrated that the service had a robust plan in place. We were not reassured that the service had fully considered all the options that could be available and what would be the best actions to take. We discussed this with the manager. We repeated have this area for improvement.

## Previous area for improvement 4

The service provider should develop a training plan for staff based on the health and wellbeing needs of the people it supports. This will help make sure staff have the right knowledge and training to provide high quality, person centred support. Training plans should be reviewed on a regular basis.

This is to ensure that care and support is consistent with the Health and Social Care Standard which state that '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 3 June 2021.**

#### Action taken since then

This area for improvement was not met. A detailed, well thought out training plan was not in place.

The manager understood the importance of staff training and agreed to address this area. We repeated this area for improvement.

## 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).

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