

Balmoral Health and Social Care - Fife Support Service

Flex Space
15 Piteave Court
Dunfermline
KY12 8UU

Telephone: 01383 743 605

Type of inspection:
Unannounced

Completed on:
15 November 2021

Service provided by:
Balmoral Homecare Ltd

Service provider number:
SP2005007958

Service no:
CS2019373168

About the service

The service is operated by Balmoral Health and Social Care - Fife, an independent provider with an office based in Dunfermline.

The service provides care at home support to adults in Fife. At the time of inspection, the service was supporting around 140 people in their homes and had a staff team of around 60.

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 seven service users or their relative/representative by telephone.

People told us they were satisfied with the care and support provided and had good relationships with staff and management. Comments included:

'We get the best of care and staff are very cheery.'

'Happy with everything, great service.'

'Very happy with service, it's not perfect but they do the best they can.'

'Quite happy, girls are lovely, professional and caring.'

'They have sorted things out for me when needed.'

'Absolutely thrilled with staff especially the way they communicate and build good relationships'.

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?	3 - Adequate

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 were very positive. People said their regular carers were excellent and they had a good rapport and relationship with them. People also said they felt respected and their views were generally valued.

People told us that they felt safe and were involved in developing and reviewing their personal plan. We found that the plans contained detailed information on people's abilities and needs, including support with medication. 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.

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.

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

3 - Adequate

QI 7.2 Infection prevention and control practices support a safe environment for people experiencing care and staff

People can expect infection prevention and control practices to be safe for people experiencing care and staff. We evaluated the service as good with a number of important strengths outweighing weaknesses.

Staff were following the recommended infection prevention and control procedures. Staff we spoke with were able to describe the correct PPE to wear, when to change it and how to safely dispose of it. People confirmed staff wore appropriate PPE when visiting their homes. Staff said they were not allowed to visit people in their homes until they had completed the relevant training and office documents confirmed this. People described staff as being well prepared. This helped to keep people safe.

QI 7.3 Staffing arrangements are responsible to the changing needs of people experiencing care

Leadership and staffing arrangements should be responsive to the changing needs of people experiencing care. We evaluated the service as adequate with strengths just outweighing weaknesses.

Staff competency was not being checked on a regular and consistent basis. Some staff had regular spot checks, competency assessments and supervision while others had none or very little. Management oversight had identified that this area should improve. Office staff were having to regularly go out on visits to people to offer care and support so there was not enough time for them to perform their staff supervision duties. As a result, management could not be confident that staff were following their organisational codes and people experiencing care could not be certain they had been receiving support based on best practice guidance. **(See Area for Improvement 1)**

The service was not ensuring that all staff were aware and compliant with the current guidelines on testing for support services. There was uncertainty from some staff about how often to do Covid-19 tests. Some staff chose to test more often than the recommended guidance but a small amount of staff were not testing often enough. This could have compromised people's safety. **(See Area for Improvement 1)**.

Staffing levels were appropriate to carry out the care and support needs of people. The service had experienced previous staff shortages but had worked hard over the past few months to ensure staffing levels were right. They were in the process of recruiting four new staff, which they felt would help free up time for office staff to return to their regular roles. People described staff visiting when expected. This meant that people could build a trusting relationship with the staff supporting and caring for them.

Areas for improvement

1. To support staff and people experiencing care's wellbeing and safety, the provider should ensure staff competency through regular assessment and supervision. This should include, but not be limited to the following:

- Ensure all staff are aware of and complying with current guidance on testing for staff working in support services.
- Competency assessments and staff supervision are carried out regularly and consistently for all staff.

This is to ensure that 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.' (HSCS 3.14).

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

In order for clients to have confidence in the organisation providing their care and support and that they are responsive to any concerns or complaints raised, the service should introduce the logging of all calls from clients and their carers with ongoing managerial oversight.

This area for improvement was made on 31 August 2021.

Action taken since then

The service had a system where calls were logged and the complaint procedure was seen to be followed. People experiencing care indicated any issues were easily raised and had been effectively resolved.

This area for improvement has been met.

Previous area for improvement 2

In order to ensure clients benefit from the continuous improvement of the organisation having robust and transparent quality assurance processes the service should ensure all staff are fully aware of their role, the expected practice and revisit the Scottish Social Services Council code of practice for those who work on social care.

This area for improvement was made on 31 August 2021.

Action taken since then

Quality assurance processes were in place but showed some slippage with competency assessments of staff. There was some improvement as staff were being recruited to allow office staff to reduce the amount of care and support they are doing and free up time to complete staff supervision and assessments. We have written a new area for improvement which takes this into consideration. (See Area for Improvement 1 under QI 7.3).

This area for improvement has been met.

Previous area for improvement 3

In order for all clients to have confidence in the people who assist and support with their medication, the service should ensure all support staff revisit medication protocols. Competency assessments should be undertaken to confirm support staff have introduced refreshed knowledge and skills into practice.

This area for improvement was made on 31 August 2021.

Action taken since then

The service had worked hard to make improvements to ensure staffing levels were right but, while this was improving, it was not yet at the stage to completely free office staff from going out on visits to offer care and support. This meant that competency assessments were not being done as regularly and consistently as they could be.

This area for improvement is not met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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?	3 - Adequate
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	3 - Adequate

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.