

## Thistle Care Solutions Support Service

4 Muirhead Crescent  
Bo'ness  
EH51 9TH

Telephone: 01324 460 177

**Type of inspection:**  
Unannounced

**Completed on:**  
17 December 2021

**Service provided by:**  
Thistle Care Solutions Ltd

**Service provider number:**  
SP2020013528

**Service no:**  
CS2020380086

## About the service

Thistle Care Solutions was registered with the Care Inspectorate on 23 December 2020. It provides a Care at Home service to people living in the Fife area.

The service is currently supporting 12 people. The service is provided by a team of 10 permanent staff, a care coordinator, operations manager and the manager.

The aim of the service is:

"To provide care and support for people who need assistance to remain independent within their own homes. We provide a range of care and support services to assist people with their daily activities. Thistle Care Solutions is committed to providing a high quality, consistent support service tailored to suit each of our service users individual needs, promoting independence and choice throughout the community."

This was a Virtual Inspection which was carried out by the Care Inspectorate between the 13 December and the 17 December 2021.

## What people told us

We spoke with one person using the service and four relatives. People were very happy with the service. They said the service listened to them and met their needs. The service was reliable and people were confident that if an issue arose they could contact the service and have it resolved. People received support from a small number of staff who they could form a relationship with and feel comfortable with. One person felt that staff continuity could be improved.

"Our experience of Thistle's communication has been that it is very good. They generally send out a weekly rota, meaning my relative knows what carers to expect. Changes are communicated and reasons given for any changes. All visits take place in my relative's house. All staff take required precautions with infection control. From care staff to managers and the admin support team my relative is very happy with the service. They know the importance of good communication, of keeping changes of staff to a minimum and introducing new staff when they are needed. They are very sensitive to my relative's needs and how they wish their care to be delivered. Any negatives have been minimal and been resolved quickly and to our satisfaction. Overall we have been exceptionally happy with the service provided. We want the Inspectorate to know that we believe this is a very good service who delivers, to my relative, an excellent service."

"Thistle Care Solutions have kept in touch regularly through email, texts and phone calls to keep me updated on any changes or amendments that have been made or forced upon them. Excellent communications. Their level of care is superb and they are a genuinely caring group of individuals. The care of my relative has been personalised to her needs and things that are important to her. I think it is fair to say there was a bedding-in period, but now the team understand her requirements, she is very happy with their service. Management in particular go above and beyond what might be reasonably expected. I would have no problems in recommending their services to others requiring support in their home."

"I haven't got a bad word to say about them to be honest. I don't check my emails that often so I asked them to contact me via text message and that's what they do (means she can be updated and kept informed in a way that is convenient for her). Very happy with them."

"It's a very new company and we haven't been using them long. I'm quite happy so far and if there were any issues I would be quite happy to contact the manager and discuss. I would prefer a smaller number of staff to provide the service so my relative feels comfortable - especially when receiving personal care and to prevent confusion."

## 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 this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service aims to provide support with daily activities which enabled people to remain living independently in their own home.

People told us that communication with the service was good. The service complete a pre-assessment with people planning on using the service to make sure they can meet their needs and that people can decide if the service is right for them. They felt their needs were understood and they were involved in planning the support they received and how it would be delivered. This was reflected in the care plans seen where people's preferences and choices were clearly defined.

We saw that reviews had been held for some people using the service and changes made as necessary. This is a newly registered service and whilst they have a very good framework in place to assure quality they have not been operating long enough to fully utilise it and we will look at this again at their next inspection.

Management and staff were approachable and people were confident that if an issue arose they could contact the service and have the issue resolved. People were supported by a small group of people who got to know them well and who they could feel comfortable with. This made people feel comfortable receiving support, especially personal care.

People were supported to continue to do things which they enjoyed both within their home and in the wider community. People knew who would be providing their support, and when, and found them to be reliable.

We found that a number of staff required to be registered with the SSSC, or had not updated their employment details. (See Area for Improvement 1).

## Areas for improvement

1. To promote people's safety and wellbeing the provider should ensure that all staff are registered with the appropriate professional body.

This is to ensure that care and support is consistent with the Health and Social Care Standards 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." and "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities."

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

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service has a contingency plan in place should there be an outbreak of COVID-19 within the service. Their policy details the use of a traffic light system which will prioritise people according to the level of support they need. This plan is comprehensive and shows foresight and preparedness. This means people can feel secure that in the event of an outbreak their needs will be met.

The service is using a dependency tool to make sure people are supported by the right amount of staff. A member of staff will carry out spot checks/competency assessments to make sure people's care needs are met. People are cared for by a small staff team which reduces the risk of virus transmission and keeps people safe.

The service use an app which shows when a visit is early, on time, late, missed or cancelled, therefore the service is alerted quickly to any issues regarding visits and can contact people to resolve. This means people using the service have assurance the service is well managed and can rely on their support being delivered as it should be.

The service has a very good Infection Prevention and Control policy which links to current guidance and the NIPCM. Policies are well considered and are linked to the Health and Social Care Standards. This means people can have confidence in the people who support and care for them.

The service made sure staff were trained in COVID-19 awareness. Staff and people using the service were up-to-date with changing guidance relating to the COVID-19 pandemic and its impact on their care. Staff were regularly tested. Staff are vaccinated and currently receiving their booster injections. This meant people were supported and cared for by people who anticipate issues and are aware of and plan for any known vulnerability and frailty.

## 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 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
7.1 People's health and well being are supported and safeguarded 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

## 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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 ਵਿਚ 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.