

## Guardian Response Stranraer Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
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**Service provided by:**  
Guardian Response Ltd

**Service provider number:**  
SP2004006366

**Service no:**  
CS2020381669

## About the service

Guardian Response Ltd is registered to provide a care at home service. The service provides care and support to 58 service users living in their own homes and in sheltered accommodation in Dumfries and Galloway. The service provides support to people to enable them to be as independent as possible.

The service aims to support service users to remain in their own homes, rather than going into long term care homes or hospital and supports people, to remain as independent as possible and participate as active citizens within their local community. The service aims to support service users to achieve their own personal aspirations and promote independence through goal setting and re enablement approaches. Support people to explore and develop new life experiences and maintain existing interests. Encourage social networking or leisure pursuits and maximizing the wider use of the community. Actively involve people in shaping their service, how it will be delivered and how it will be reviewed. Develop active partnerships with families and other agencies

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.

This inspection was carried out by one inspector from the Care Inspectorate.

## What people told us

We spoke with two people who use the service and one relative as part of the inspection. People spoke very highly of the service and comments ranged from "superb" to "very good" to "excellent". People were happy with the quality of the service and support they received.

## 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 the service to be performing at a good level. There are some strengths and these outweigh weaknesses.

People should be treated with compassion, dignity, and respect.

Those using the service and relatives spoken with all confirmed that they had very good relationships with staff and that they were offered the right level of care to support their needs. People were treated with sensitivity, being supported to do as much as possible for themselves, with the assurance that if they needed help it would be provided by a committed, well-trained and value driven staff team.

This ensured people felt valued and respected which helped maintain their wellbeing.

People using the service should be sure that their health needs were well supported.

The service tries to contact people to let them know if there is a change to their usual carer. We suggest that people should be contacted, as far as possible, to advise them if there is a change of carer to help reduce vulnerable peoples anxiety.  
( see Recommendation 1 )

It was good to hear that people get sent a electronic weekly schedule, however, we suggest that people should be given a choice as to which format they would prefer this.  
( see Recommendation 2 )

We found that care plans were generally of good quality and staff spoken with confirmed that the information contained in the care plan is used, to inform the care delivered. This ensures that peoples care is delivered consistently.  
We thought that care plans would be more meaningful for people, if they were written from the persons perspective in the first person.  
( see Recommendation 3 )

It was good to hear that people who needed help were supported to wash their hands. This helps people maintain their personal hygiene and reduces the risk of infection.  
We thought it would be clearer for staff if it was written in care plans as to how this was to be done.  
( see Recommendation 4 )

People have access to primary health care/ district nurses as part of the community to ensure their health care needs are met and this was supported by staff.

Effective systems were in place to manage people's medication. This meant that people could be confident their medication was being administered safely and their wellbeing promoted.

The way people spend their day should promote feelings of purposefulness and wellbeing.

People using the service made their own decisions about how they wished to spend their days and staff provided the appropriate support to ensure that their choices were met.

## Areas for improvement

1. The provider should ensure that people are informed if there is a change of carer.

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

'I know who provides my care and support on a day to day basis and what they are expected to do. If possible, I can have a say on who provides my care and support'  
( HSCS 3.11 )

2. The provider should ensure that people can choose how they wish to receive the weekly schedule

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

'I know who provides my care and support on a day to day basis and what they are expected to do. If possible, I can have a say on who provides my care and support'  
( HSCS 3.11 ); and

'I receive and understand information and advice in a format or language that is right for me'  
( HSCS 2.9 )

3. The provider should ensure that care plans are person centred.

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

4. The provider should ensure that information is added to the care plan on how to support people who need help with washing their hands.

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

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

4 - Good

During an outbreak of COVID-19, strict infection control procedures are important to make sure people are kept safe. We evaluated how well infection control practices support a safe environment for people experiencing care and for staff. We found strengths that had a significant positive impact on people's experiences and outcomes. We concluded that the service's performance in relation to infection control was good.

We found that Personal Protective Equipment (PPE) was readily available. Staff spoken with had good knowledge, in relation to donning and doffing, use of PPE and hand hygiene. This ensured that staff kept themselves and others safe. Staff carried hand sanitiser and supported people to wash their hands when they needed help.

It was good to see that the service carried out regular unannounced spot checks, however, we thought that these could have been more detailed to cover infection control practice.  
( see Recommendation 1)

Staff confirmed that a safe system was in place for laundering of clothes and linen and followed best practice guidance in relation to infection prevention and control.

We evaluated if the staff team had the right competence, knowledge, and skills to support people in relation to COVID-19. We found staffing practice that demonstrated strengths in supporting positive outcomes for people. We concluded that the service was performing at a good level.

Staff benefited from a supportive and approachable management team, and we saw that the service was very aware of the need to support staff wellbeing and resilience at this time.

Training had been provided in all key areas of infection prevention and control and staff said that they had found this training to be very informative and reassuring. They were also supported to keep up to date with current best practice.

The service have no issues in recruiting or retaining staff at present.

People could be confident that staff put their learning into practice, including checks on PPE use, hand washing techniques and social distancing.

It was clear from our discussions with staff and our review of records that there were robust and transparent systems in place, to keep people safe. This meant that people could be confident that staff had the necessary knowledge and skills to support them during the pandemic.

It was not clear if staff were expected to clean equipment in peoples homes, such as hoists , stand aids or steady. If they are, staff should receive appropriate training on how to do this and which cleaning products to use to comply with infection prevention and control guidance.

( see Recommendation 2 )

## Areas for improvement

1. The provider should ensure that staff competency in relation to the appropriate use of PPE is regularly checked and recorded.

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

'I have confidence in people because they are trained, competent and skilled'

( HSCS 3.14); and

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

2. The provider should ensure that staff receive appropriate training on which products to use and on how to clean Moving and Handling equipment, to comply with infection prevention and control guidance.

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

'I have confidence in people because they are trained, competent and skilled' (HSCS 3.14).

## 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	5 - Very 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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