

Beelieve Health and Wellbeing Services Support Service

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Service provided by:
Beelieve Health and Wellbeing
Services LLP

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About the service

Beelieve offer care at home support services to young people with disabilities and older adults. Their office base is currently in Renfrewshire but they offer support in various other local authorities close to the office base.

They are a relatively new service and are in the process of growing. At present they support 12 people with different packages of care.

What people told us

We sought feedback from people using the service and their relatives. We were unable to visit people due to the current guidelines around the pandemic. As such relatives contacted us to offer their views on the service.

Overall the feedback was positive, the service was seen as offering support appropriate to a person's needs. We were advised that staff were friendly, knowledgeable and considerate towards the person and their families. Management were seen as accessible and responsive to any questions asked.

Staff teams were consistent and families appreciated the introduction process to new staff coming into their lives.

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

As we couldn't visit people at home, we asked people and families to tell us about the care provided via telephone calls. They told us that staff were respectful, friendly and caring in their approach. Staff were led by the wishes and preferences of people as to how the care was planned and carried out.

Families spoke to us about having dedicated care staff which offered them comfort knowing who would be visiting. In situations such as befriending, the service was also proactive in introducing a second worker who would cover holidays and other absences. This was a positive aspect of staff deployment and allowed people receiving care to be supported by a familiar, consistent staff team.

We sampled care plans and found them to hold a wealth of information on the person being supported. There was also evidence that care plans were being reviewed on a regular basis. Risk assessments were in place but were sometimes too generic. We have suggested that the service personalise the existing risk assessments and that they further develop and review risk assessments in relation to medication use and stress and distress. (See area for improvement 1)

Some people are supported using equipment and aids. Staff make use of the e-learning system to understand the use of equipment, they are also supervised by experienced workers to ensure they are competent. The company policy around such work states that staff will also have a one day practical training course and we have recommended that this is also in place for staff. We did not feel that training for moving and assisting was as robust as it could be. (See area for improvement 2)

Some people supported by the service are unable to fully articulate their needs, as such staff need to be mindful of changes in how somebody is managing and whether their health is at risk. We found staff able to recognise such change and from there to be able to refer to the correct health provider or family member to prevent a deterioration in a person's health or wellbeing.

Areas for improvement

1.
To ensure that people experiencing care receive the correct support, the service should ensure that care plans and risk assessments are up to date with accurate and detailed information about the person centred support.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'Any treatment or intervention that I experience is safe and effective.' (HSCS 1.24)

2. To ensure that people being supported to move and assist is done via best practice, the provider should ensure that staff access training appropriate to their role and apply it in practice. This should include but is not limited to the use of a one day practical training day with a qualified moving and assisting practitioner. The provider should continue to assess staff competency in this area and record appropriately.

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.' (HSCS 3.14) and 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

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

We asked staff to tell us about their use of Personal Protective Equipment (PPE) while at work. They were able to confidently tell us when they used it and how to dispose of it. Staff were also able to highlight their use of effective handwashing procedures which are essential to overall good hygiene in relation to infection prevention and control practices. This reassures us that people are being supported to minimise the risk of infection.

Current good practice for social care staff is to test for Covid-19 prior to each shift. It is important that the service has a system in place to ensure that staff are completing testing as required. This was previously in place and we asked the service to reinstate this to help them better identify areas of risk. Staff should always be mindful of their responsibility to be as safe as they can be when supporting people. The service has appropriately notified us of instances where staff have tested positive for Covid-19. We have signposted them to other services such as Public Health teams who should also be updated.

Staff have access to online training in relation to Covid-19. This was further supported by management carrying out spot checks which were either announced and unannounced. Observations of practice allow management to be clear that staff who are working in people's own homes are working safely.

The service is relatively new and in order to be assured that they are providing good services, they should develop quality assurance systems. They have already started looking at this on an individual person basis but this should be developed to look at the service as a whole. This will then feed into an improvement plan which should reflect the needs and wishes of people using the service.

7.3 Leadership and staffing arrangements are responsive to the changing needs of people experiencing care

Recruitment to social care roles is a national concern at present. This can leave many agencies unable to fill posts as quickly as they want to. In some circumstances the service has moved to employing people before all recruitment checks are in place. To support this type of work, they use a risk assessment to show they have considered whether it is safe to allow a worker to start before completing checks. However, we feel that in order to instil confidence in recruitment, the service should strive to ensure that they are following best practice in recruitment at all points. People receiving care can then be reassured that all staff are appropriately and safely recruited. (See area for improvement 1)

Families spoke to us about having dedicated care staff which offered them comfort knowing who would be visiting. In situations such as befriending the service was also proactive in introducing a second worker who would cover holidays and other absences. This was a positive aspect of staffing deployment and allowed people to be supported by a familiar, consistent staff team. Families also praised the service for ensuring that the right staff were recruited to support their loved one.

Families and staff reported that management were responsive and supportive. Staff reported that if they felt they needed more support, it was offered. Supervision was in place and we were pleased to see staff using reflective logs to support their learning when they were faced with a difficult or new situation. People benefit from having staff who are always looking at ways to be better. This type of improvement work will be helpful to note in the service improvement plan. (See How well do we support people's wellbeing?)

Areas for improvement

1. People using the services should be confident that the staff team supporting them have been recruited in a safe manner. The provider should follow best practice in recruitment and follow their own well developed policy in this area.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I am confident that people who support and care for me have been appropriately and safely recruited.' (HSCS 4.24)

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?	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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