

South West Home Care Service Pentlands Housing Support Service

Wester Hailes Healthy Living Centre
30 Harvester Way
Edinburgh
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Telephone: 01314 539 479

Type of inspection:
Announced (short notice)

Completed on:
24 October 2022

Service provided by:
City of Edinburgh Council

Service provider number:
SP2003002576

Service no:
CS2004069231

About the service

South West Home Care Service Pentlands provides a combined housing support and care at home service to adults and older people living in their own homes.

The main office is located within Wester Hailes Healthy Living Centre, and services are provided throughout South West Edinburgh including the areas of Balerno, Bonaly, Colinton and Carrickstone. At the time of the inspection the service was supporting 59 people in their own homes.

The provider is City of Edinburgh Council. The service aims to:

"Support people to continue to live in their own homes in the community for as long as possible, maximising their confidence and independence, and achieving their outcomes."

About the inspection

This was a follow up inspection which took place on 13 October 2022. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with seven staff and management
- reviewed documents.

Key messages

Improvements are required to be made in relation to infection prevention and control training for staff, to ensure the health, safety and wellbeing of people experiencing care.

To improve policy and practice in relation to infection prevention and control the service has acknowledged that improvements have to be made in this area.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

The provider must ensure people are supported by staff who meet the required standards of practice in relation to infection prevention and control. To do this, the provider must, at a minimum:

- a) ensure all staff have undertaken training which meets current best practice standards for infection prevention and control.
- b) undertake observation of staff practice in relation to infection prevention and control and use of PPE and provide additional training and support, if required.
- c) implement and review quality assurance systems and processes to ensure they are effectively monitoring compliance with infection prevention control best practice standards and guidance.

To be completed by: 30 September 2022

This is to ensure care and support is consistent with Health and Social Care Standard 3.14: 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.

This is in order to comply with:

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 27 June 2022.

Action taken on previous requirement

This requirement was made following a complaint investigation which took place on 25 May 2022. The provider submitted an action plan which detailed how the requirement would be met to ensure positive outcomes for people experiencing care.

We reviewed staff training records and could see there was improved oversight in relation to who had completed infection prevention and control training. However, the training staff received was not adequate to reflect the current best practice standards and did not take account of the practice setting. Staff we spoke with gave us conflicting accounts as to how personal protective equipment (PPE) would be disposed of. Staff told us they would welcome additional training in relation to infection prevention and control.

The service had made improvements to observe staff whilst supporting people in their own homes, we found thorough observations had taken place. There was evidence that infection prevention and control practice had been considered in these observations with actions identified when there were concerns noted about practice. The service did not have an infection prevention and control policy that reflected current best practice.

Staff were not aware of the national infection prevention and control manual and the standard infection control precautions (SICPs). Therefore, we were concerned that staff were not knowledgeable on the current best practice standards and this could place people at risk.

The service has made some progress in relation to the overseeing of staff training and observing staff practice, however, there is a need for staff to receive training in line with current best practice standards and their competency to be assessed following this. To allow time for improvements to be made and evaluate progress a decision has been made to extend the requirement to 31 January 2023.

Not met

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 provider should ensure that best practice is followed in relation to case recording. This should include, but is not limited to, ensuring sufficient information is recorded to determine people's wellbeing and how they are supported.

This is to ensure care and support is consistent with Health and Social Care Standard 4.11: I experience high quality care and support based on relevant evidence, guidance and best practice.

This area for improvement was made on 18 July 2022.

Action taken since then

This was focussed inspection, therefore this area of improvement was not considered.

Previous area for improvement 2

The provider should ensure that there is an effective system in place to communicate with and update staff. This should include but is not limited to, ensuring that staff are made aware of changes in a person's health and wellbeing which could impact their support.

This is to ensure care and support is consistent with Health and Social Care Standard 4.27: I experience high quality care and support because people have the necessary information and resources.

This area for improvement was made on 27 June 2022.

Action taken since then

This was focussed inspection, therefore this area of improvement was not considered.

Previous area for improvement 3

The Service Provider should ensure service users know which staff are scheduled to provide their support and routinely inform people of any changes to this.

Health and Social Care Standards:

3.11: I know who provides my care and support on a day to day basis and what they are expected to do.

& 3.15: My needs are met by the right number of people.

This area for improvement was made on 26 November 2019.

Action taken since then

This was focused inspection, therefore this area of improvement was not considered.

Previous area for improvement 4

The Service Provider should develop effective visit scheduling systems scheduling that reduce the occurrence of missed visits.

Health and Social Care Standards:

4.14: My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.

This area for improvement was made on 26 November 2019.

Action taken since then

This was focussed inspection, therefore this area of improvement was not considered.

Previous area for improvement 5

The Service Provider should provide all staff with learning opportunities around key aspects of care delivery, including Dementia and Palliative Care.

Health and Social Care Standards:

3.14: 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.

This area for improvement was made on 26 November 2019.

Action taken since then

This was focussed inspection, therefore this area of improvement was not considered.

Complaints

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

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