

ALL FOR YOU SERVICES LIMITED

Support Service

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Telephone: 01506343010

Type of inspection:
Announced (short notice)

Completed on:
18 October 2022

Service provided by:
Light of Hope Healthcare Ltd

Service provider number:
SP2021000132

Service no:
CS2021000223

About the service

All for You Services provides care at home services to people living in their own homes. The service has been registered with the Care Inspectorate since 26th August 2021 and is a privately owned company.

The service is registered to provide care in Edinburgh and West Lothian. At the start of the inspection, there were 19 people in West Lothian receiving care from the service.

About the inspection

This was a short announced inspection to follow up on an improvement notice served on All For You Services on 21 September 2022, following a full inspection earlier that month.

The follow up inspection was carried out by three inspectors from the Care Inspectorate on 17 October 2022 from 10:00 until 18:00 and on 18 October 2022 from 08:00 until 17:00. Prior to the inspection, two inspectors carried out six monitoring visit to the service between 20 September and 14 October 2022.

In making our evaluations of the service we:

- spoke with eight people using the service and five of their families and friends
- spoke with ten staff and management
- observed practice
- reviewed documents
- spoke with other professionals and agencies involved.

Key messages

Quality assurance processes require to improve to support good outcomes for people.

The provider must make improvements to ensure that people are supported safely with their medication.

The provider must make improvements to ensure that people are supported safely with their mobility and transfers.

The provider should make sure that people are safeguarded through robust staff recruitment processes.

How well do we support people's wellbeing?

We carried out a short announced inspection to follow up on improvements that were required following our previous inspection on 8 September 2022 and detailed in an Improvement Notice on 21 September 2022

We have reported on our findings under the following section of this report:

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

Although some progress had been made, the improvements had not been met and the timescale was extended to allow time for further progress.

The overall evaluations remain unchanged.

How good is our leadership?

We carried out a short announced inspection to follow up on improvements that were required following our previous inspection on 8 September 2022 and detailed in an Improvement Notice on 21 September 2022

We have reported on our findings under the following section of this report:

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

Although some progress had been made, the improvements had not been met and the timescale was extended to allow time for further progress.

The overall evaluations for this key question remain unchanged.

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

Requirements

Requirement 1

By 30 September, the provider must ensure that people are protected from harm by providing a service which is well led and managed, and which results in better outcomes for service users. To do this, the provider must, at a minimum:

Ensure that there is effective leadership of the care service by a suitably experienced and qualified person who is able to lead and direct the delivery of care.

Introduce quality assurance systems which support the delivery of care to people, including audits of processes which measure staff competence and safe outcomes for service users.

This is to comply with Regulation 7 (2) (Fitness of managers) and 17(1) (Appointment of manager) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

This requirement was made on 21 September 2022.

Action taken on previous requirement

The provider had recruited a new manager who was establishing their role within the service. The new manager had started to develop a quality assurance framework that would support safe outcomes for people. Processes to measure staff competencies had been established. We acknowledged that these process were new to staff and the service but were concerned that competency assessments should be undertaken by appropriately trained and experienced individuals.

We extended the timescale for this requirement until 18 November 2022 to support further progress.

Not met

Requirement 2

By 14 October 2022, the provider must ensure that people are supported safely with their mobility and transfers, including where equipment is used. To do this, the provider must, at a minimum:

- a) make arrangements for all current staff to undertake practical moving and handling training by a suitably qualified person
- b) ensure the moving and handling practice of staff is observed and evaluated by a competent person, and records kept to evidence this
- c) ensure that every person who receives support with moving and handling has been appropriately assessed by a suitably qualified person to determine the support they require

d) ensure that care plans and risk assessments contain detailed information on how the person is to be supported with their moving and handling.

This is in order to comply with:

Regulations 4(1)(a) and 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 21 September 2022.

Action taken on previous requirement

The provider had arranged for staff to complete practical moving and handling training and staff we spoke to said that they felt more confident following this training.

Competency assessments did not consider all aspects of moving and handling and were limited to the use of specialist equipment. Individuals observing staff practice had not been trained to undertake this role. People using the service had not been assessed by the service and care plans and risk assessments had therefore not been updated.

We extended the timescale for this requirement until 18 November 2022 to allow time for assessments and the relevant care plans to be completed.

Not met

Requirement 3

By 14 October 2022, the provider must protect the health, welfare, and safety of those who use the service by ensuring that people are supported safely with their medication.

To do this, the provider must, at a minimum:

- a) ensure that every person who receives support with medication has been assessed by a suitably trained person to determine the level of support they require
- b) ensure that care plans and risk assessments contain detailed information on how each person is to be supported with their medication
- c) make arrangements for all current staff to undertake medication training in line with their role and responsibilities and introduce a system to assess their competency on a regular basis
- d) make arrangements for a suitably trained person to oversee practice and review any concerns related to medication.

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 21 September 2022.

Action taken on previous requirement

The provider had arranged for staff to undertake training in medication support, however not all staff had completed this. People had not been assessed by the service and care plans and risk assessments had therefore not been updated. We were concerned that medication practice did not always ensure people's safety and we asked the provider to address this immediately through appropriate and well timed route planning.

We extended the timescale for this requirement until 18 November 2022 to allow time for assessments and the relevant care plans to be completed

Not met

Requirement 4

By 14 October 2022, the provider must introduce staff recruitment and selection procedures which safeguard people who use the service and meet legal and good practice requirements. To do this, the provider must, at a minimum:

- a) ensure that staff who carry out recruitment and selection have appropriate, relevant training in line with the provider's policy
- b) introduce a robust system for interview of applicants, uptake of suitable references and making PVG applications prior to commencement of employment
- c) develop and implement a process to follow-up references and PVG applications where these are not satisfactory. This process should include discussion with the applicant, relevant risk assessment and records kept of discussions and risk reduction measures.
- d) ensure that all staff and managers are registered with an appropriate regulatory body.

This is in order to comply with:

Regulation 9(1) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 21 September 2022.

Action taken on previous requirement

The service had introduced a recruitment and selection process that supported safer recruitment. Although there were some omissions in recent recruitment, the manager had made sure that staff were not delivering support to people while arrangements were made to complete recruitment checks. There was good progress in staff applications to register with an appropriate regulatory body and we were encouraged by the managers commitment to addressing this with staff who had still to progress their applications to register.

Not met

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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