

Home Help Me Care Support Service

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Type of inspection:
Announced (short notice)

Completed on:
7 December 2022

Service provided by:
Home Help Me Care Limited

Service provider number:
SP2017012857

Service no:
CS2017353816

About the service

The service provides care at home to adults in Northwest Edinburgh with its office based at Blackhall. The service was registered with the Care Inspectorate on 21 August 2017 and managed by Home Help Me Care Limited. At the time of the inspection the service offered care and support to 38 people.

About the inspection

This inspection took place on 30 November and 1 December after 24 hours notice to the service. The inspection was conducted by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered since the last inspection.

We evaluated how well people's health and wellbeing was supported, the infection protection and control practices, the quality of management as well as people's personal plans.

To inform our evaluation we:

- spoke with six people using the service and four relatives
- spoke with seven care staff, two office staff and two managers
- observed how well care staff supported people
- visited the office to see how it was run
- reviewed documents and electronic records

Key messages

- People were very satisfied with the quality of the care and support received in their homes.
- Staff interacted warmly and respectfully with people.
- People had regular care staff who were on time.
- Staff followed infection, protection and control guidance well.
- Staff were well trained and supported.
- Managers were competent and approachable.
- People's personal plans were thorough and up to date.

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?	6 - Excellent
How good is our leadership?	5 - Very Good
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

We evaluated the service as excellent for this key question. Performance was sector leading with care supporting outstandingly positive outcomes for people.

Care and support were carried out in a dignified way with personal preferences respected; people felt listened to and enjoyed the company of the care staff. The staff were regular and knew people well. Late or missed visits were not an issue. A relative said "I get a timetable at the beginning of the week to say who is coming and I am always informed if there are changes." People did not feel rushed by staff when being supported. There was electronic access for service users and relatives to the daily care notes and real time information regarding visiting care staff. People we spoke to were very satisfied with the quality of the care and support received in their homes. Comments included "I think it is wonderful, cannot extol their virtues enough. What they have done for my mum is quite remarkable" and "the calibre of carers of this company is extremely high and I can have really nice conversations with them."

The care staff spent time to sit and chat with service users and people told us that staff interacted warmly and respectfully with them. Staff had conversations with people, were interested in their lives and spoke with kindness and compassion. People's comments included "they are genuinely interested in what they are doing and whom they are working with" and "the girls have all been utterly charming and helpful." The service's policy of only providing visits of 60 minutes during the daytime, which meant that care staff had more time to complete their work to a high standard and engage in meaningful activities with people.

The service provided the personal care and domestic tasks very competently, but also included additional activities for service users. These included homemade cooking, companionship visits with indoor activities and one-to-one outings with service users. This kept people stimulated, engaged with interests, and connected to the community.

Meal preparation involved people choosing what they wanted to eat and drink, enjoyed in an unhurried way. When there were concerns about a person's food and drink intake, people were encouraged and regularly monitored. Medication administration was well organised with regular audits by management and appropriate training for staff. This ensures that people experienced safe and effective medication.

There was a good supply of personal protective equipment such as masks, gloves and aprons (PPE) for staff. We observed and people told us that staff used PPE appropriately. Managers observed staff practice regularly to assess their competence in wearing PPE correctly and hand washing. There were high levels of training completion regarding safe infection, prevention and control practices. Covid-19 testing of staff and self-isolation periods (if have a positive test) were taking place in line with current guidance. Staff cleaned and tidied up after themselves. A relative told us "they do everything that is expected of them and do in a kindly and well organised manner and when they leave everything is ship-shape." These measures aided the continued protection of people and staff from harm.

How good is our leadership?**5 - Very Good**

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the leadership and quality assurance.

People considered that the office staff were responsive to any issues they raised, were courteous and respectful and the issues were resolved. Comments included "I think it is excellent, they have been absolutely wonderful, if there is anything I am concerned about I just speak to them and it is immediately addressed" and "when you phone, get connected to a switchboard and get in contact with someone straight away, office staff are very helpful."

There was a good quality annual newsletter and Facebook page to communicate with people. There were informal contacts with people regarding care satisfaction, though the service needs to start regularly seeking feedback through satisfaction surveys with people experiencing care and their friends and relatives.

Any incidents were reported thoroughly with actions on improvements where needed. Quality checks were taking place, such as timing of care visits, daily care notes and personal plans, though audits needed to take place in a formal way. This will ensure that there is a culture of continuous improvement for people experiencing care.

Staff recruitment and induction processes were thorough. Training was comprehensive with a good level of completion. There were quality checks by management regarding observing staff competence in people's houses. There were regular face-to-face supervision sessions and team meetings for staff. This ensures staff have the necessary information and support to provide quality care based on relevant evidence, guidance and best practice.

How well is our care and support planned?**5 - Very Good**

We evaluated the service as operating at a very good level for this key question. There were significant strengths with personal planning.

People's personal plans detailed each area of care, for example, mobility, and had thorough and personalised information regarding how best to support someone. People's choices and preferences were recorded, however, there needs to be more focus regarding people's life history and what outcomes they want to achieve.

Personal plan updates were recorded regularly and promptly as were any changes in actions needed. Personal plans were regularly reviewed with people experiencing care and their relatives. This ensured that personal plans remained right for people as their needs change.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	6 - Excellent
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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