

Flourish Home Support Services Support Service

78/79
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Type of inspection:
Announced (short notice)

Completed on:
11 January 2023

Service provided by:
Flourish Home Support Services Ltd

Service provider number:
SP2011011552

Service no:
CS2011286375

About the service

Flourish Home Support Service provides a community based care at home service to adults and older people. This includes personal care, practical help and social support. The service works in Stirling and Clackmannanshire. People supported include those living with dementia, people needing end of life care and people with a learning disability. The service aims to be tailored to individual needs.

About the inspection

This was an short notice announced inspection, which took place on 9 January 2022, 09:30 to 17:00, 10 January 11:30 to 15:00 and 11 January 09:30 to 12:00. The inspection was carried out by two inspectors 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 people using the service and nine of their families.
- spoke with 19 staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Staff treated people with compassion, dignity and respect. People described them as being excellent and feeling like part of the family.
- There is consistent small care teams to provide care and support, which resulted in meaningful relationships being established.
- Support plans were person centred and reflective of people's care needs.
- The management team were approachable, supportive and provided practical guidance when required.
- Some audits and regular spot checks had taken place, although not as frequently as the service would have liked.

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

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

1.1 People experience compassion, dignity and respect

1.3 People's health and wellbeing benefits from their care and support

1.5 People's health and wellbeing benefits from safe infection prevention and control practice.

Staff treated people with compassion, dignity and respect. We saw warm interactions between staff and the people they were supporting. One person told us "Staff are excellent, they help me stay at home in the house I built myself", whilst another said "the carers feel like part of the family." Feedback from relatives were positive, a relative told us "the staff are great, they keep me updated of any changes."

People were supported and cared by small consistent care teams, which resulted in meaningful relationships being established. We were told staff were usually punctual, but if carers were late then the service called to give people an explanation.

The people who received the service and their relative told us that communication from carers and the office staff was very good. We were told that the office staff were accessible and helpful. Staff had good links with local health professionals and liaised with them promptly when any concerns were identified.

People were involved in making decisions about their physical and emotional wellbeing through their personal plans. Plans were person centred and reflective of people's care needs. The administration of medication and topical creams was managed well.

People could be confident that staff understood the importance of infection prevention and control(IPC). We saw that the service had robust IPC policies and procedures in place. Staff had received appropriate training in safe IPC practices and correct use of Personal Protective Equipment (PPE). There were ample supplies of PPE within the office base and staff reported no issue accessing these. Therefore, we were confident that the risk of infection spread was reduced and people were kept safer as a result.

How good is our leadership?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

2.2 Quality assurance and improvement is led well

The management team was committed to ensuring people were well cared for. One person told us "the managers are amazing." Staff felt that the management team were approachable, supportive and provided practical guidance when required. A clear on call system meant that staff knew who to call should they need advice. This meant that the management team had oversight of the day-to-day challenges and the care needs within the service. People could be assured that the carers attending to them had the support from more senior staff.

A quality assurance system was in place, but due to the service responding to the pandemic these had not been as frequent as the service would have liked. The service recognised this and a plan was in place to bring these up-to-date with some audits and spot checks already restarted.

Staff had continued to benefit from regular supervision sessions, which ensured they had the necessary information and support to provide care based on relevant evidence, guidance and best practice. This provided another layer of competency checking to help drive improvement and change.

People were confident giving feedback and raising concerns because they knew staff and management would act quickly to resolve matters. Management had an overview of accidents, incidents and concerns and shared any learning going forward to help improve the service.

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?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

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