

T and I Professional Services Support Service

92D High Street
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Type of inspection:
Announced (short notice)

Completed on:
26 January 2023

Service provided by:
T & I Professional Services Limited

Service provider number:
SP2014012373

Service no:
CS2017354556

About the service

T and I Professional Services is registered to provide a service for adults with physical needs living in their own home. The service provides residential care. The provider is T & I Professional Services Limited who also run a T and I Professional Services Limited, a Nurse Agency.

The service provides care and support from their staff team to within a 30 mile radius of Elgin and has an office located in the town centre.

About the inspection

This was an short notice unannounced inspection which took place on 23 January 2023 between 10:15 and 13:30. 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:

- contacted and spoke with two people using the service and their families.
- spoke with three staff and management
- reviewed documents.

Key messages

- People told us the carers were kind, helpful and never felt rushed.
- Staff enjoyed their work and had time to build trusting relationships with people.
- Formal processes were in place to monitor, support and develop staff.
- Developing a formal improvement plan will support a culture of continuous improvement.

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?	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?

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.

People told us staff cared for and supported them with compassion and warmth, whilst always promoting their dignity and respect. All of the people we spoke with said they appreciated having the same person every day and they could trust them and felt safe with them. They did not feel rushed. As a consequence, people were able to build trusting relationships with staff.

People were fully aware of when the carers were due to arrive. Families and people were notified quickly of any changes to the visits or on the rare occasions when a visit could not be honoured. This enabled people and their families to make alternative arrangements.

People's support plans were held within their home, which they or their families could readily access. Staff knew people's likes and dislikes, as well as the care and support needs required. Processes were in place to support people with their medication and if they required staff to collect some shopping. The care and support provided was flexible in meeting people's needs. Care reviews were undertaken regularly. Senior staff visited on a regular basis to monitor practice and ensure any changes in needs were identified. As a result, people were receiving the care and support that was right for them.

Staff had a good knowledge of infection prevention and control (IPC) and what they could do to minimise risk. As a result, this helped reduce the spread of infection which, helped to keep people safe. Personal protective equipment (PPE) was readily available. Handwashing and hand sanitising was monitored as part of the routine spot checks undertaken by senior staff. This contributed to ensuring possible cross infection was minimised.

How good is our leadership?

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.

Two areas for improvement were made at the previous inspection. Since then, the service had put an action plan in place to manage the improvements needed. The service had met both these areas for improvement. **(See 'What the service has done to meet any areas for improvement we made at or since the last inspection.')**

We received mostly very positive feedback about the management and how the service was being managed. Due to staffing issues and in consultation with care management, the number of care hours, that could be safely and effectively delivered had been reduced. People were requesting more visits. The service was actively recruiting for staff. The manager was working with the Home Office to sponsor overseas staff. Recruitment was in line with best practice.

Carers felt they were supported by the manager. Training was ongoing and monitored closely by the management team to ensure staff remained compliant. Formal processes were in place to monitor, support and develop staff. As a result, staff were given opportunities to reflect on their practice.

We discussed the need for a formal improvement plan and the benefits of this being used as a live document to support the service and staff. Having a formal improvement plan will continue to support a culture of continuous improvement within the service. Concerns or improvements raised by people, relatives or during the inspection were addressed promptly by the management team. Systems and processes were in place to gain people's views, thoughts and ideas for future improvements that could be made to improve people's lives. **(See area for improvement 1.)**

Areas for improvement

1. The provider should self evaluate the quality of the service against the Health and Social Care Standards in order to make and implement a formal plan, which improves outcomes and experiences for people. People, their relatives and staff were to be involved and their views taken to inform an improvement action plan which should be used to regularly review progress.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

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 manager should continue to actively support people to give regular feedback and to use the information from this to support further improvement. Findings could be distributed to people using the service and staff through the newsletter or service user/staff meetings. The feedback should be used to develop the service improvement plan.

This is to ensure the leadership is consistent with the Health and Social Care Standards which state that; 'I am actively encouraged to be involved in the service I use, in a spirit of genuine partnership' (HSCS 4.7); and

'I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve.' (HSCS 4.8)

This area for improvement was made on 21 November 2019.

Action taken since then

This area for improvement was met. See 'How good is our leadership?'

Previous area for improvement 2

The manager and senior staff should consider and develop a clear understanding about what needs to improve. Once this is identified, the manager could plan, support and evidence improvement activities. This would contribute to the development of the service Improvement Plan.

The service would benefit from an overview of their systems and processes.

Examples of these should include:

- a regular check of current staff registration
- a staff training matrix to help identify training needs
- an overview of staff supervision to ensure this was carried out in accordance with the service policy
- regular staff meetings with action points
- consideration of an audit tool for care plans and medication records.

This is to ensure the leadership is consistent with the Health and Social Care Standards which state that; 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

This area for improvement was made on 21 November 2019.

Action taken since then

This area for improvement was met. See 'How good is our leadership?'

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?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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