

Balmoral Health and Social Care Support Service

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Type of inspection:
Announced (short notice)

Completed on:
23 February 2023

Service provided by:
Balmoral Homecare Ltd

Service provider number:
SP2005007958

Service no:
CS2005113372

About the service

Balmoral Health and Social Care was registered with the Care Inspectorate on 27 June 2006 and is registered to provide a care service to adults and older people in their own homes, including people with mental health problems people with alcohol misuse problems, people with physical and sensory impairment or people with learning disabilities.

Balmoral Health and Social Care is part of the Grosvenor Health and Social Care group.

The office is based in a business park in Grangemouth and covers Falkirk, Larbert, Polmont, Grangemouth and outlying areas.

About the inspection

This was a short-announced inspection which took place on 20, 21, 22 and 23 February 2023 . The inspection was carried out by three 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:

- Obtained feedback with 7 people using the service and 9 of their families.
- Spoke with staff and management.
- Reviewed documents.

Key messages

- Balmoral Heath and Social Care supported experiences for people which were of very good quality.
- People were respected and listened to because their wishes and preferences were used to shape how they were supported.
- Staff demonstrate the principles of the Health and Social Care Standards in their day-to-day-practice.
- The majority of people we received feedback from had nothing but praise for the service, however, some felt the timings and continuity of the service could be improved.
- Some aspects of their usual quality assurance had fallen behind due to the service responding to the pandemic and staffing issues.

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.

Staff demonstrate the principles of the Health and Social Care Standards in their day-to-day-practice and spoke with compassion, dignity and respect about working with the people they supported. We obtained feedback from people and their families and all of them spoke very highly of the staff. One person they supported told us "They come in with a smile on their face and treat me with respect". A family member said "They are respectful and this cheers my family member up", whilst another said "They don't leave in the morning without putting a smile on my relative's face".

People were supported and cared for by mainly consistent care teams, which resulted in meaningful relationships being established. The majority of people told us staff were usually punctual and if carers were running late then the service called to give them an explanation. However, two people felt this could be improved for their relative. One person told us "It's always people I know", whilst a family member said "It's always the same person, unless they are on holiday".

The majority of people who received the service and their relatives 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. However, two people again felt that this could be improved. One person said that "It's an excellent service, if any changes they call me", whilst another felt "The carers are lovely, caring and polite but do not always appear at the agreed time and communication from the office could be better".

People were involved in making decisions about their physical and emotional wellbeing through their personal plans. Plans were in place and reflective of people's care needs. The service were in a good position to build on these and add additional information around medical conditions and keep them updated with any changes in between planned reviews.

People could be confident that staff understood the importance of infection prevention and control(IPC). We saw that the service had IPC policies and procedures in place however, we asked them to ensure they referred to Scottish regulation and legislation rather than English. Staff had received appropriate training in safe IPC practices and correct use of Personal Protective Equipment (PPE) however, some refresher training around the removal and disposal of PPE would be beneficial. Management agreed to organise this without delay. There were ample supplies of PPE within the office base and staff reported no issue accessing these. 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.

There had been recent changes to the management team and they were committed to ensuring people were well cared for. 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 and staffing issues 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.

Staff supervision and spot checks had not taken place as regularly recently, which meant there was a reduction of formal and planned opportunities for staff to reflect with their line manager on their skills, knowledge and learning. However, staff told us that they felt supported and could go and speak to senior staff or management if they had any ideas or concerns.

The service had acquired Able Health Care since the last inspection which had caused some confusion around the Scottish Social Services Council (SSSC), registration for some of the staff that had transferred to Balmoral Health and Social Care. We highlighted this on day one of the inspection and this was addressed by management before the inspection finished. We were assured that systems were now in place to prevent any re-occurrence.

The majority of 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 shared any learning going forward to help improve the service. We reminded the manager of what would be expected to be notified to the Care Inspectorate and sent them the guidance around this.

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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