

Constance Care Glenrothes Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
13 February 2023

Service provided by:
Constance Care Limited

Service provider number:
SP2003002276

Service no:
CS2019373613

About the service

Constance Care Glenrothes, provides a Care at Home and Housing Support Service which covers Central and West Fife. The service was first registered with the Care Inspectorate in June 2019. At the time of the inspection the service supported around 80 adults, mostly older people, living within their own home. The service is managed from an office base in Glenrothes. Constance Care has a number of other branches across Scotland and is provided by City & County Healthcare Group Ltd.

About the inspection

This was a short notice announced inspection which took place on 8th and 9th February 2023. 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 ten people using the service and five of their family,
- spoke with eleven staff and management,
- observed practice and
- reviewed documents.

Key messages

- People got on well with staff who supported them.
- People felt that the care and support where received was very good.
- People said communication had improved.
- Initial steps had been taken to improve staffing and quality assurance.

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?	4 - 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?

4 - Good

We considered how people were supported and evaluated the service as good with important strengths outweighing areas for improvement.

People experienced care and support with compassion, dignity and respect. They described staff as very respectful and staff spoke of the people they support and care for warmly. One relative said staff had gone above and beyond. Others said they could not do without the care and support they received from staff and that this allowed them to stay at home.

People's wishes and needs were well documented in their support plan.

We found staff to be knowledgeable and caring. They demonstrated a holistic approach to their work, considering more than just care tasks which resulted in person centred care and meaningful interactions. We found family were involved and supported when changes were identified and people said they were happy to contact the service to raise issues or concerns.

People said communication between people and the service had improved although still variable with some people having better outcomes than others. This meant some people experienced instability in their care and support. **See area for improvement 1.**

Staff said communication with the office had improved. They said management were supportive and could always be contacted for advice. Staff said their work schedule, communication, support plan reviews and supervision were still affected by staff absence and vacancies. Management had still to go out on visits to people to offer care and support. They were aware of staff shortages and were working hard to make sure assessed and agreed care and support needs could be met. The provider was in the process of recruiting new staff which would help free up time for management to address slippage in support plan reviews and staff supervision. We found staffing levels were not always appropriate to consistently carry out all the assessed and agreed care and support needs of some people. **See area for improvement 2**

Areas for improvement

1. So that people experience consistent and stable care and support, the provider should ensure all people experiencing care receive advanced notice, in the format that they prefer, of which staff will be providing their care and support. This should include notifying people if the planned care will be later than scheduled and if the service is not able to provide care at a specific time due to staff absence.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I experience stability in my care and support from people who know my needs, choices and wishes, even if there are changes in the service or organisation.' (HSCS 4.15).

2. To support staff and people experiencing care's wellbeing and safety, the provider should ensure people experience high quality care and support that is right for them, having regard to the stated aims and objectives and the number and needs of the service users. The provider should ensure that at all times suitably qualified and competent staff are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'My needs are met by the right number of people' (HSCS 3.15)

How good is our leadership?

4 - Good

We evaluated this key question as good. There were significant strengths which impacted positively on outcomes for people.

Staff employed by the service have been recruited safely. All pre-employment checks had been completed for employees before starting. Staff were confident and had the right skills and knowledge to support the people in services they attended.

Staff told us they found management approachable, supportive and could always contact someone via the phone for advice. There was a training plan and managers had good oversight of training undertaken.

Families commented about improvements in the service. They felt supported and informed about their relatives wellbeing. This helped to reassure them that their relative was well cared for. Communication was an example of improvements including the introduction of "Voice of Customer" feedback forms introduced to measure satisfaction levels, identify areas for improvement and help people feel valued.

The service was continuing to examine systems in place to manage any risks around late or missed visits. We found adequate arrangements for checking staff had accurate information about who they were scheduled to support. We found a good selection of relevant policy and procedures available to guide and support staff and management, including managing complaints and missed visits.

Management were aware of staff shortages and was working hard to make sure assessed and agreed care and support needs could be met. The provider was in the process of recruiting new staff which would help free up time for management to address slippage in staff training, supervision and quality assurance. **See Areas for Improvement recorded under Key Question 1.**

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

In order to ensure positive outcomes for people who use the service, the service provider should continue to closely monitor their process to ensure that people are empowered and enabled and that their choices are respected.

This is to ensure care and support is consistent with Health and Social Care Standard 1.4: If I require intimate personal care, this is carried out in a dignified way, with my privacy and personal preferences respected.

This area for improvement was made on 9 May 2022.

Action taken since then

Families commented about improvements in communication. The introduction of "Voice of Customer" feedback forms introduced to measure satisfaction levels, identify areas for improvement and help people feel valued.

We found a good selection of relevant policy and procedures available to guide and support staff and management, including managing complaints and missed visits.

There was good information recorded within support plans and we found staff treated people with care and respect. As a result people were empowered and enabled and their choices respected.

Management recognise the need to sustain improvements initiated while addressing slippage in reviews and supervision. **This area for improvement has been met.**

Previous area for improvement 2

So that people experience consistent and stable care and support, the provider should ensure all people experiencing care receive advanced notice, in the format that they prefer, of which staff will be providing their care and support. This should include notifying people if the planned care will be later than scheduled and if the service is not able to provide care at a specific time due to staff absence.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I experience stability in my care and support from people who know my needs, choices and wishes, even if there are changes in the service or organisation.' (HSCS 4.15).

This area for improvement was made on 15 November 2021.

Action taken since then

We received mixed feedback about how consistent care and support was. Despite improvements, people were still impacted by staff absence or vacancies. As a result, **this area for improvement has not been met.**

Previous area for improvement 3

To support staff and people experiencing care's wellbeing and safety, the provider should ensure staff competency through regular assessment and supervision. This should include, but not be limited to the following:

- Ensure all staff are aware of and complying with current guidance on testing for staff working in support services.
- Competency assessments and staff supervision are carried out regularly and consistently for all staff.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I have confidence in people because they are trained, competent and skilled.' (HSCS 3.14).

This area for improvement was made on 15 November 2021.

Action taken since then

This area for improvement was made in reference to infection prevention and control. We found staff had good knowledge and demonstrated good practice regarding infection prevention. People using the service and staff told us they felt safe and well informed. Management were aware of slippage in staff supervisions and initial steps were being taken to catch up. **This area for improvement has been met.**

Previous area for improvement 4

To support staff and people experiencing care's wellbeing and safety, the provider should ensure people experience high quality care and support that is right for them, having regard to the stated aims and objectives and the number and needs of the service users. The provider should ensure that at all times suitably qualified and competent staff are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'My needs are met by the right number of people' (HSCS 3.15)

This area for improvement was made on 15 November 2021.

Action taken since then

We found the service was working to fill staff vacancies. If recruitment and retention is successful going forward as seen to be in the pipeline then this area for improvement should be successfully addressed in time. In the meantime **this area for improvement has not been met.**

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

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

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