

Mackcare Limited Support Service

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Type of inspection:
Unannounced

Completed on:
28 February 2023

Service provided by:
Mackcare Ltd

Service provider number:
SP2022000144

Service no:
CS2022000202

About the service

Mackcare Limited was registered with the Care Inspectorate in July 2022 to provide care and support to adults with support needs in their home and in the community. The service has a management team comprising of two directors and a registered manager and has an office base in Aberfoyle.

Mackcare is a newly registered service which currently provides support to two people living in their own home and plans to grow and develop their service to support more people.

Mackcare aims to provide person-centred, personal and practical support which enables people to continue living in their own homes.

About the inspection

This was an unannounced inspection which took place on 27 and 28 February 2023. 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 registration information, information submitted by the service and intelligence gathered since registration.

In making our evaluations of the service we:

- spoke with people using the service and their relatives
- spoke with staff and management
- observed practice
- reviewed documents.

Key messages

- People were treated with compassion, dignity and respect.
- People had very good health outcomes as a result of their support.
- People benefitted from safe infection prevention and control practices.
- There were enough staff to safely meet people's needs and wishes.

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 made an overall evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement.

Staff demonstrated the principles of the Health and Social Care Standards in their day-to-day practice and were sensitive to and knowledgeable of the needs and wishes of the people they supported. People were treated with dignity and respect. A relative told us "I know that they like to be able to form a bond with the person they are supporting and the best thing about them is they are not rushed. They give (my relative) time and don't rush tasks. They chat and look through photo albums with them and give them the time they need. (My relative) gets lonely so this is great for us."

Continuity of support was good and visits were always on time allowing people to be confident in who was coming to provide their support and when they would arrive.

Choice was promoted and respected. This meant that positive relationships between staff and people using the service were formed which helped to ensure people's individual outcomes were being achieved.

Support plans were well written with comprehensive detail, ensuring staff were clear on how to support the person whilst enabling them to continue to live as independently as possible. Regular reviews of support plans were carried out which ensured people's current needs and wishes informed their support.

Staff recognised people's changing health needs and shared this information quickly with the right people. Medication procedures and medication training materials required some amendments to comply with the service's Medication Policy and we were confident in the management's commitment to address this.

People could feel safe and protected because of the infection prevention control (IPC) measures the service had in place. Personal protective equipment (PPE) was in use and readily available to staff, and all staff were appropriately trained.

Overall, people's health and wellbeing was well supported by staff who were committed and motivated to ensure people achieved their individual outcomes.

How good is our leadership?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement.

The management team were committed to ensuring people were well cared for. Staff and management demonstrated that they had the skills, capacity and systems in place to identify risks and necessary improvements.

Management supported staff development through accessing appropriate training to develop their skills and knowledge. Staff told us that managers were approachable and responsive and that they felt supported and listened to. They said that they would not hesitate to approach management with any concerns or issues, or any suggestions to improve the lives of the people they support.

People's experience and their views on the service were gathered and evaluated regularly. The service had plans to further enhance this using a quality assurance system that would measure and report on people's outcomes and standards of care, to inform improvements.

Issues or concerns were discussed and actioned as soon as they arose and the service plans to implement a development plan and robust auditing system as the service grows.

People using the service could be confident that they were supported by staff who were well-trained and recruited safely as there were comprehensive checks in place and a systematic and comprehensive induction for new staff.

Complaints

There have been no complaints upheld since the service registered.

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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