

Pro Care Support Service

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Largs
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Type of inspection:
Announced (short notice)

Completed on:
3 March 2023

Service provided by:
Pro Care Ayrshire Limited

Service provider number:
SP2015012626

Service no:
CS2015343195

About the service

Pro Care is registered to provide a Care at Home service to older people living in their own homes. The service operates from an office base in Largs and currently covers the Largs and Fairley areas. The provider is Pro Care Ayrshire Limited.

The stated aim of the service is to provide a high quality, professional, reliable and individualised care at home service to allow clients to live their lives to their maximum potential, and in a way they have previously been accustomed to. Towards this aim, Pro Care offers a range of support to individuals, ranging from a few hours per week up to 24-hours per day, based on assessed need. This includes personal care, overnight support, medication support, shopping, meal preparation and cooking assistance, light housework, companionship, social opportunities, respite for carers, escorting to appointments and assistance to attend private functions and events. There were 28 people receiving support at the time of the inspection.

About the inspection

This was a short notice inspection which took place on 1, 2 and 3 March 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 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 five people using the service and three of their family members;
- received email feedback from two family members;
- accompanied care staff on three home support visits, observing practice and daily life;
- spoke with ten staff and management;
- reviewed documents; and
- spoke with visiting professionals.

Key messages

- People received reliable and consistent support from a familiar staff team with whom they had positive, trusting and caring relationships.
- Family members felt involved and well informed, telling us they were very satisfied with the standard of care and support provided.
- People benefitted from personalised and responsive support in addition to good communication and involvement.
- People were supported to maintain their independence, social connections and links with their local community.

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 major strengths in relation to the way that the health and wellbeing of people being supported had been managed, resulting in a significant, positive impact on people's experiences and outcomes. We evaluated this key question as very good.

People had benefitted from reliable, personalised and consistent support, delivered by a skilled and motivated team of staff. The positive relationships that had developed enabled people to feel listened to and valued. People told us they trusted staff and were complimentary about the support provided, commenting:

"I get along fine with them all - no complaints. We have good relationships and I'm very happy."

"Staff are very reliable, pleasant and respectful. I get the impression they use their initiative and are well led. They modify their approach depending on how (relative) is each day. I count my blessings and they have given me great peace of mind."

"Staff treat (relative) with dignity and respect. They're quick to respond and she is secure in their safe hands. I'm extremely satisfied."

The care plans and risk assessments within people's personal plans had guided staff regarding the management of individual health and wellbeing needs. Staff knew each person well and we saw that they had escalated concerns and contacted healthcare professionals for advice and support promptly when their needs changed. The resulting actions had benefitted people's individual health and wellbeing by meeting their changing needs in a way that was right for them. We met with a district nurse who spoke highly of the staff from Pro Care and commented on the robust communication. A relative also commented, "They have also helped to identify medical issues and contacted myself where they think something may be wrong. Communication both ways has also been good."

We saw staff respectfully supporting individuals with skill and kindness. We saw that people responded in a positive way to the relaxed manner adopted by staff and their appropriate use of humour. Staff spoke to us about the importance of respecting choice and promoting independence and did so whilst offering the necessary assistance. Staff always used professional and respectful language when discussing people's support needs with us.

There had been a strong emphasis on good communication and information sharing as well as a clear commitment to partnership working across the service as a whole. The resulting development of positive relationships had promoted a culture where people being supported and their families felt respected and valued. Their views on the quality of the service had been sought and responded to. All of the interactions we observed were good natured, inclusive and supportive.

Opportunities to remain connected within the local community had been delivered to reduce the risk of social isolation and to help maintain hobbies and interests. People's life history and achievements had been recognised and valued by staff. There were numerous examples where staff and management had acted 'over and above' the day-to-day support being provided to enhance people's quality of life.

The protocols in place for the safe management of medication had informed and enabled staff to provide support that ensured people received the right medicines at the right time. This helped to keep people safe and well whilst also using the minimal level of intervention, allowing them to retain as much control as possible.

Infection prevention and control (IPC) measures had become well established in line with current guidance. Staff had a good awareness of IPC measures and demonstrated this in their practice. This helped to protect people from the risk of infection.

How good is our leadership?

4 - Good

We found important strengths in relation to management and leadership that had a significant impact on positive outcomes and experiences for people being supported and their families. These clearly outweighed some areas for improvement that could be addressed to further strengthen the approach to quality assurance; therefore, we evaluated this key question as good.

Managers had established a positive culture of openness and working in partnership with staff and people using the service. This had helped to develop an ethos of trust and respect. People told us they felt involved and listened to. People also felt confident giving feedback or raising any concerns due to the manner in which it was welcomed and acted on in a professional and responsive way. People consistently told us that communication with staff and the office base had been effective and easy to access, including out of hours. People told us:

"(Relative) is definitely well cared for and I feel happy that she is looked after well. Communication is good and (manager) will email me if she feels there are any issues that need dealing with. It is very easy to contact (manager), either by phone or email."

"We have managed to come to a consistent time for morning and teatime visits with a fairly limited number of carers coming in. Communication both ways has also been good - they will contact me in the rare occasions they are having issues and I also have contacted them when I need support."

Managers and staff had clearly defined roles and responsibilities and this had contributed to the smooth running of the day-to-day service. The service had been well organised with the associated support confirmed in advance resulting in people being supported by familiar and consistent staff teams. People told us this was very important to them and appreciated the efforts made to provide the level of continuity being achieved.

People being supported and their families expressed confidence that the service had been well managed. A range of quality assurance checks had been implemented to ensure compliance with good practice. We saw that quality audits and effective actions plans had informed and led to improvement. We discussed with the management team how the approach to quality assurance could be strengthened and plans were put in place to progress this work.

Staff had been provided with training relevant to their role and processes were in place to monitor and review their practice through supervision and practical observation. We met with staff who were professional and caring. They told us they enjoyed their work and felt well supported by their colleagues and the management team. Staff confirmed they had the training, resources and time needed to meet people's needs.

Although supervision meetings had taken place, we discussed how the process could be reviewed to include an enhanced focus on caseloads, training and development, goal setting, the Health and Social Care Standards and registration with the SSSC. More emphasis on reflective practice, where staff consider how their learning impacts on their practice and the aspects they could develop, should also be established. We continued this as an area for improvement.

Areas for improvement

1. The staff supervision process should be reviewed to include an enhanced focus on caseloads, training and development, goal setting, the Health and Social Care Standards and registration with the SSSC. More emphasis on reflective practice, where staff consider how their learning impacts on their practice and the aspects they could develop, should also be established.

This is to ensure care that 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, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

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 staff supervision process should be reviewed to include an enhanced focus on caseloads, training and development, goal setting, the Health and Social Care Standards and registration with the SSSC. More emphasis on reflective practice, where staff consider how their learning impacts on their practice and the aspects they could develop, should also be established. This is to ensure care and support is consistent with the Health and Social Care Standards which state:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 17 December 2019.

Action taken since then

Staff had been well supported with their learning, development and practice. However, more work was needed to improve the approach to supervision meetings, recording and follow up on agreed actions. We continued this area for improvement.

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
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	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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