

Scottish Nursing Guild - Care at Home Support Service

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Type of inspection:
Announced (short notice)

Completed on:
20 February 2023

Service provided by:
Independant Clinical Services Ltd

Service provider number:
SP2007009176

Service no:
CS2007155874

About the service

The Scottish Nursing Guild (SNG) care at home service shares its Edinburgh office with the Scottish Nursing Guild nurse agency. Both services work closely together to coordinate care and support for people living all over Scotland.

This inspection relates to the care at home service which provides health care assistants through private arrangements; through care management agencies and for local authority or NHS clients.

The Scottish Nursing Guild aims to provide care and support; "when no one else can" because the service can offer staff at short notice often when other options have been exhausted.

The service is currently supporting 50 clients.

About the inspection

This was a short notice inspection which took place on Thursday 26 January, Monday 30 January, Thursday 02 February and Friday 17 February 2023. Feedback was given on 20 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 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 two people using the service and three family members representing clients
- spoke with 11 staff and management
- observed practice and daily life
- reviewed documents
- spoke with three visiting professionals

Key messages

- People experience high quality care and support that is right for them
- Excellent recruitment processes mean that people can have confidence in the staff who support them
- Quality improvement is well led
- Staff are valued by the organisation and supported to remain skilled and knowledgeable

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?	6 - Excellent
How good is our leadership?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

We made an evaluation of excellent for this key question. This applies as the service demonstrates performance which is sector leading and supports experiences and outcomes for people which are of outstanding quality. This service demonstrated innovative practice alongside sustained excellent performance.

People experienced compassion, dignity and respect because they received individualised, person-centred care based on their needs and wishes. Assessments accurately identified people's needs and people felt that staff listened to how they wanted their needs met and made sure that this happened. This meant that people received an excellent service that was right for them.

The outcomes for people who used the service were excellent and this consistently high level of service was maintained over the weeks, months and years. This meant people could have confidence and rely on receiving their support.

Staff, in all roles, knew how to communicate with people and this led to people having confidence in the service they received. Family members felt they had left their loved ones "in safe, capable hands". This demonstrates a service which understands that family carers need to have a break and have confidence and trust in the staff providing respite care.

People or their representatives directed their support and were involved in all decisions about their life, care and their service because staff actively promoted empowerment and involvement. The provider and manager actively sought feedback about the service and acted on this to continually improve. This meant that people's rights were respected, and their autonomy maintained.

People told us:

"They have a reputation for being the best and it is completely justified"

"Absolutely excellent. I couldn't be happier. Simply the best."

"I don't know where we would be without them"

"Ten out of ten, nothing I could fault. I am very grateful to them. I would recommend them to family and friends."

People benefitted from their care because the selection and placement of staff was carefully carried out to ensure the right workers with the right skills were placed with clients. This was often achieved at very short notice. Clients were highly satisfied with the staff supporting them and described them as "a good fit" for them. This meant that people received high quality care and support that was right for them and the organisations way of making sure staff and clients were matched were excellent.

A small team of staff were built around clients to ensure they received a consistent and reliable service from people who knew them well. This resulted in people having high levels of satisfaction with their care. This also supported staff to recognise and act on any changes to people's health conditions because they knew them well.

Staff had experience in caring for people with complex needs and life-limiting conditions. This meant they were able to anticipate needs and worked with other healthcare professionals to make sure clear plans were

in place to prevent skin care damage, manage pain, stress and distress or seizures for example. This meant that people were cared for in a calm and planned way and reduced unnecessary hospital admissions.

People had as much control as possible over their medication. Where medication support was part of the care, there was a medication management system that was safe and effective.

A safe system was in place to monitor financial transactions where for example staff carried out shopping for clients.

People were protected from infection because the provider and manager ensured systems and resources were in place to minimise and prevent the spread of infection. Staff had knowledge, skills and training in infection prevention and control. They also had access to personal protective equipment (PPE), and knew how and when to use this. Staff maintained a safe environment for clients by keeping equipment and surfaces clean in the home. Staff understood the additional risk of infection and risk of hospital admission for those with complex needs and acted to keep people safe whilst promoting and supporting a good quality of life and social connectivity.

How good is our leadership?

6 - Excellent

We made an evaluation of excellent for this key question. This applies as the service demonstrates performance which is sector leading and supports experiences and outcomes for people which are of outstandingly high quality. This service demonstrated innovative practice alongside sustained excellent performance.

A range of quality assurance systems and monitoring were used to evaluate current performance and drive continuous improvement. These were effective in ensuring people received an excellent service now and prepared for the future.

A comprehensive development plan helped the service set improvement goals and development plans in a clear and systematic way. This had helped plan staff training to extend skills and keep up to date with new practice. This had also resulted in the appointment of a learning disability clinical lead within the service. This broadened the internal expertise within the service and ensured that the high quality of care the service provided was maintained.

People using the service, family, friends and other health professionals were regularly and proactively involved in giving their views, in ways that suited them. Their preferences in how they wished to be contacted were clearly recorded and adhered to. This meant the service was responsive to feedback and respected peoples wishes for how they wished to be consulted.

People were visited face to face by a member of the clinical team and risk assessments and needs assessments were carried out. There was frequent contact with the client and staff supporting the client at the start of placements and three monthly reviews were carried out. This meant there were frequent opportunities for people to be fully involved in all decisions about their care and support.

People told us they had no problems in contacting the service when they needed to either within or out with office hours. They told us that they received an excellent service from the placement teams, whom they felt knew their needs and circumstances well.

The quality management systems were underpinned by good leadership. The values and person-centred approach of the leadership extended to all aspects of the service. This meant that ideas and developments came from a wide range of sources. Discussion of ideas and reflection on practice led to cohesive teamworking and an open culture.

The service had an excellent recruitment procedure which ensured that staff were competent, highly skilled, and knowledgeable for their roles. Systems and processes ensured that safer recruitment best practice was followed. This ensured staff were safe and eligible to join the workforce. Staff were registered appropriately with the Scottish Social Services Council (SSSC) the body which registers support staff in Scotland or the Nursing and Midwifery Council (NMC) as appropriate to their role.

There was a culture of learning and development in the organisation. Staff were recognised as being key to the success of the service. The provider paid for staff to complete training and training opportunities were made available to all staff. Staff said they felt valued by the organisation and that they were well supported in their role. This meant that staff were better equipped to support clients.

The provider had funded a "Giving back programme" benefitting clients who needed help to fund exceptional circumstances, holiday opportunities and offering enhanced training opportunities for staff. This meant that the provider recognises it's role in supporting the wider aspects of healthcare provision in society.

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?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	6 - Excellent

How good is our leadership?	6 - Excellent
2.2 Quality assurance and improvement is led well	6 - Excellent

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