

Rigifa Home Care Service Support Service

Tayview Industrial Estate
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Type of inspection:
Unannounced

Completed on:
6 March 2023

Service provided by:
Rigifa Home Care Limited

Service provider number:
SP2013012012

Service no:
CS2013315097

About the service

Rigifa Home Care Services is registered by the Care Inspectorate to provide a support service for people in their own home. The service was registered with the Care Inspectorate on 1 April 2013.

The service is available to people from the age of 18 years upwards, including those with a disability or mental health issues, although mainly covers older people in the rural areas North and West of Perth city. A 24 hour on call service is provided.

At the time of the inspection, the service supported 50 people.

The service shares the same management team, office premises, policies and procedures, staff recruitment, staff supervision and training programme as Kippen Care Services.

About the inspection

This was an unannounced follow up inspection which took place on 6 March 2023. The inspection was carried out by one inspector from the Care Inspectorate.

This inspection focussed on the improvements required from the inspection on 19 October 2022. We have reported our findings under the section of this report titled 'What the service has done to meet any requirements made at or since the last inspection.'

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 three staff and management
- reviewed documents.

Key messages

- The quality of people's care plans more accurately reflected their needs, wishes, choices, and preferences.
- There was clear information to guide staff on how best to support people.
- Formal six monthly reviews had commenced, and the manager had a plan in place to ensure these were completed.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 31 December 2022, the provider should ensure that people experiencing care have their wishes, preferences, and care needs met in a consistent manner.

To do this, the provider must, at a minimum, ensure that staff have access to up-to-date personal plans at all times.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15) and 'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

This requirement was made on 19 October 2022.

Action taken on previous requirement

We sampled some personal plans to ensure that they were up-to-date and identified people's health, welfare, and safety needs in a coherent manner. We found that these had significantly improved. Relevant risk assessments were in place and there was a good level of detail to guide staff on how best to support people.

Staff had received further training, which included an awareness and understanding of the principles of good care, dignity, and respect to improve their practice.

We were satisfied that the provider had taken the necessary actions and made improvements to the care plans for people experiencing care.

This requirement has been met.

Met - within timescales

Requirement 2

By 31 December 2022, all care plans should be subject to a formal review at least once in every six month period.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

This requirement was made on 19 October 2022.

Action taken on previous requirement

We could see that considerable work had been undertaken to improve the responsiveness of care plans, and to implement a system which ensured that reviews were completed formally every six months. This meant that staff were supporting people's health and wellbeing needs appropriately.

The provider was in the process of ensuring this was in place for everyone experiencing care.

This requirement has been met and further progress will be monitored at our next inspection.

Met - within timescales

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com

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