

TLC (Scotland) Housing Support Service

172A Main Street
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Telephone: 01292 434 444

Type of inspection:
Unannounced

Completed on:
16 March 2023

Service provided by:
TLC (Scotland) Ltd

Service provider number:
SP2019013389

Service no:
CS2019378106

About the service

TLC (Scotland) is registered to provide a service to adults and people with assessed support needs living in their own homes and the community. The provider is TLC (Scotland) Ltd.

TLC (Scotland) operates from an office base in Prestwick. Services are available on a private basis, through direct payments and by contractual arrangement with North Ayrshire Council.

At the time of this inspection, the service covered areas across North and South Ayrshire. The service was supporting approximately 205 people in the community.

The stated aim of the service is to:

"Provide the highest quality service to all our clients by:

- Offering high quality of care and support that is right for each client.
- Clients will be fully involved in all decisions about their care and support.
- All clients will have confidence in the people who we send to support and care for them.
- Our clients will have confidence in TLC (Scotland) Ltd providing their care and support."

About the inspection

This was a follow up inspection which took place on 16 February 2023 between the hours of 10.00 and 15.00. 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 staff and management; and
- reviewed documents.

Key messages

Safer recruitment policies are now being followed.

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

Requirements

Requirement 1

By 3 February the provider must ensure that safer recruitment practices are followed by being confident that the person they employ is fit to be so. This is to protect people from risk of harm.

This ensures care and support is consistent with the Health and Social Care Standards, which state: "I am confident that people who support and care for me have been appropriately and safely recruited" (HSCS 4.24).

It is also to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Regulation 9 (1) (a).

This requirement was made on 17 November 2022.

Action taken on previous requirement

During this inspection, we found that the service was following safer recruitment practices. Reference checks had been carried out on all newly recruited staff members. The service had started using a staff folder audit tool to ensure all necessary checks had been completed.

Met - within timescales

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

People using the service should have confidence that staff supporting them are competent and confident in their role. The service should ensure that:

- They have a robust induction process in place.
- Staff receive appropriate training, including but not limited to moving and assisting, prior to commencing such activity in their role.

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 November 2022.

Action taken since then

At the time of inspection, the service had started working towards this. This area for improvement was not reviewed during this follow up inspection but will be reviewed at the next inspection.

Complaints

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

To find out more

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