

Premo Group Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
28 April 2023

Service provided by:
Premo Group Ltd

Service provider number:
SP2021000231

Service no:
CS2021000363

About the service

Premo Group Ltd, provides support to adults and older people in their home and in the community, throughout Falkirk, Stirlingshire and Clackmannanshire.

The service registered with the Care Inspectorate on 17 December 2021.

The organisation's mission states:

"To provide the highest standard of service to our service users whilst providing the best possible conditions for carers by ensuring that each individual feels valued."

About the inspection

This was an announced short notice inspection, which took place on 24 April 2023, 09:30 to 18:00, 25 April 2023 11:00 to 18:00 and 28 April 2023, 14:00 to 15:30. 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 seven people using the service and seven of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Staff showed kind caring support and a genuine interest in 'caring' for people
- Good evidence of effective partnership working
- Management were committed to ensuring people were well cared for
- Improvement was needed in the management of complaints
- Staff were recruited safely
- People could be assured that they had a care plan in place.

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
How good is our staff team?	4 - Good
How well is our care and support planned?	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 evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Quality Indicator: 1.1 People experience compassion, dignity and respect

Quality Indicator: 1.2 People get the most out of life

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support

People should receive support which is in line with the Health and Social Care Standards. The service evidenced this in a variety of ways in their day-to-day practice, which promoted a culture of respect. Staff showed kind, caring support and a genuine interest in 'caring' for people. One person said "the staff are lovely," whilst a relative described staff as "going above and beyond."

Recent challenges with staffing meant there was some inconsistencies in staff teams, however people told us this was now improving. We were told staff were usually punctual, but if they were going to be late then the service always called to give an explanation.

Staff knew what was expected of them to meet people's care needs and people felt staff were well trained and knowledgeable. It was clear that some people had built good therapeutic relationships with their carers which meant better outcomes for people. A relative told us "they light up my dad's face when they come in."

The service had good oversight of people's health needs and how best to meet them. Support plans were individual and specific to people's needs. Risk assessments were in place for key areas, such as safer people handling and medication in order to ensure that people were supported safely. Independence was promoted and we saw good evidence of effective partnership working and multi-disciplinary working to ensure people's needs were effectively met.

How good is our leadership?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Quality Indicator: 2.2 Quality assurance and improvement is led well

The management team was committed to ensuring people were well cared for. One person told us "the manager is excellent." Staff felt that the management team were approachable, supportive and provided practical guidance when required. We were impressed by the commitment shown to take feedback from the inspection forward, to drive change and improvement where necessary.

A clear on-call system meant that staff knew who to call should they need advice. This meant that the management team had oversight of the day-to-day challenges and the care needs within the service. People could be assured that the carers attending to them had the support from more senior staff.

A quality assurance system was in place and we saw some audits and spot checks had taken place, although not as frequently as the service would have liked, due to the recent challenges with staffing. However, there was regular staff meetings, some supervision sessions for staff, which ensures staff have the necessary information and support to provide care based on relevant evidence, guidance and best practice. Also this provided another form of competency checking to help drive improvement and change.

We saw accidents and incidents being reported thoroughly, in particular falls with clear actions on improvements. There was a complaints process in place, however improvement was needed in the management of complaints, shared learning and notifying to relevant agencies. (See Area for Improvement 1).

The manager had used questionnaires to gain feedback from people and staff. This information was collated to inform an improvement plan, which ensured the feedback was meaningful and acted upon.

Areas for improvement

1. To inform the dynamic approach to quality improvement and ensure the service develops a culture of continuous improvement through learning from complaints/concerns. The service should, at a minimum:

- a) Keep records and log of any concerns/comments made by people who use the service, representatives, relative or other persons.
- b) Ensure that each record: Includes details of the date received, issues raised, action taken and outcome.
- c) Ensure that they adhere to the Care Inspectorate notification guidance for reportable events.
- c) Implement a system to regularly monitor, review and learn from complaints, concerns and adult protection concerns.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19)

How good is our staff team?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Quality Indicator: 3.1 Staff have been recruited well

People could be assured that staff were recruited safely and checks were carried out as expected including, references and protection of vulnerable groups (PVG) scheme.

Management ensured that new staff were well supported when they started. A staff induction process was being implemented, which included some shadow time for new staff, to allow them to work alongside existing staff initially along with a training programme which provided new staff with the relevant knowledge and skills to carry out their job role.

We spoke with some newer staff who told us that they felt well supported and competent in their new roles.

How well is our care and support planned?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Quality Indicator: 5.1 Assessment and personal planning reflects people's outcomes and wishes

People could be assured that they had a care plan in place that included relevant risk assessments. There was a good level of detail within the care and support plan to guide staff around how best to care and support each person. People told us their wishes and views were being respected and they were involved in care planning. However, not all six monthly reviews had taken place. The service had a plan to carry these out and we felt assured this would be taken forward.

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?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good

How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

How good is our staff team?	4 - Good
3.1 Staff have been recruited well	4 - Good

How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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