

Your Care at Home Ltd Support Service

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Type of inspection:
Unannounced

Completed on:
7 September 2023

Service provided by:
Your Care at Home Ltd

Service provider number:
SP2011011582

Service no:
CS2011289578

About the service

Your Care at Home Ltd is registered to provide a care at home service to older adults, aged over 50 years and older people living in their own homes and the wider community.

The service has been registered with the Care Inspectorate since December 2011 but changed ownership in September 2021. The provider is Your Care at Home Ltd and the service has an office base located in Johnstone.

The registered manager is supported by a service manager and a team of support workers who provide direct support to people using the service.

About the inspection

This was an unannounced inspection which took place between 4 and 7 September 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 six of their family/representatives
- we observed staff practice during home visits
- reviewed relevant documentation
- spoke with six staff including management.

Key messages

- People had developed positive and trusting relationships with the staff who supported them.
- Staff provided care and support which was tailored to people's individual needs and was also flexible, taking into account any changing needs.
- The management team had changed since the last inspection.
- Staff felt confident and supported by management and other staff working at Your Care at Home.
- Management needed to ensure that all staff had completed relevant training and that their policies reflected relevant details.

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 evaluated this key question as very good, where the service's performance demonstrated major strengths in supporting positive outcomes for people.

The service's policies and procedures, aims and objectives reflected values which promoted good staff practice. This protects people from harm and respects people's rights and choices.

People should experience warmth, kindness and compassion in how they are supported and cared for. When speaking with people and observing interactions with staff, during home visits, it was evident that people had developed positive and trusting relationships with the staff who supported them. Staff, we spoke with, had relevant skills and experience and were committed to ensuring that people received the best care and support possible.

People should be able to get the most out of life because the staff and organisation who support and care for them have an enabling attitude and believe in their potential. People spoken with were very positive about staff and reflected that the support they received was meeting their expectations and enabled them to remain living in their own home.

People told us that the consistency of visit times and staff was very important to them. Improved communication and the provision of staff rotas helped people to feel more informed, in control and relaxed. People said, 'it's the same staff coming now and they know how I like things done', 'great service now as I know who's turning up'.

During home visits, staff were seen to adopt good practices, in line with the principles of the Health and Social Care Standards, when providing support. We observed staff providing care and support which was tailored to people's individual needs and was also flexible, taking into account any changing needs. This resulted in people being treated as individuals and encouraged to maintain as much independence as they could.

People's support plans should give clear direction about how to deliver each person's care and support. The sample of care documentation viewed, including medication support, reflected the level of assessed support required and detailed information about the individual's abilities, routines and preferences.

People were supported with their food and drink choices and people received either prompt or assistance support with their medication.

People should be confident that staff are proactive in raising concerns when they notice changes in individual's health and general wellbeing. Examples of staff reporting relevant concerns and referrals to health professionals were evident.

We saw that six monthly reviews of care were carried out with service users and their relatives. Reviews were seen to be very detailed with clear outcomes.

People had signed service agreements which informed them of the service terms and conditions as well as the number of care and support hours being provided.

We saw that the latest completed service user surveys were overwhelmingly positive about the service being provided.

How good is our leadership?

4 - Good

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

People should have confidence that the service and organisation that they use are well led and managed. The management team had changed since the last inspection with new directors, registered manager and service manager in post.

It was evident that there had been some problems at the initial change over however these had been addressed and people were currently feeling very confident with the current service manager and support workers.

The service had a number of quality assurance systems in place to measure and monitor the quality of the service being provided. This included gaining staff and service users views, regular audits and a Service Improvement Plan.

Staff, spoken with, told us that they felt confident and supported by management and other staff working at Your Care at Home. We saw that staff recruitment followed best practice, although more competency scenarios would enhance this further, and that there was regular staff meetings and supervisions. This meant that people could be confident that the staff who supported them had been safely recruited and that they received regular support to maintain their knowledge and skills. We discussed with management how spot checks or observations of staff practice could be used as part of staff supervision.

Management carried out regular audits which included service user documentation, accidents and incidents, staff training, compliments and complaints. We saw that relevant action was recorded where areas for improvement had been identified and the service had not received any complaints.

The Service Improvement Plan focused on gaining feedback from current service users and staff, the recruitment of more staff and the development of future business. We discussed with management how the plan could be used further by reflecting the outcomes of actions taken and what additional areas could be added.

We also discussed with management the need to ensure that all staff had completed relevant up to date training and that some of their policies needed further development to include all relevant details, including contact details and reference to current best practice. For example, the quality assurance policy was not specific about how this would be achieved; the induction policy did not include what mandatory training was required to be completed, how often or mention shadow shifts or probationary supervisions; the complaints and Adult Support and Protection policies needed the relevant contact details for, public bodies such as, social work, Care Inspectorate and Scottish Public Ombudsman (see area for improvement 1).

We noted that staff purchased shopping for one service user on a regular basis. We asked management to ensure that the process in place protected both the service user and staff.

Areas for improvement

1. To ensure that the service is operating effectively, the provider and managers should ensure that the service uses robust quality assurance and improvement processes. This should include, but is not limited to:

- a) all staff completing refresher training within a required timescale
- b) continuing to carry out regular staff supervision and appraisals, which includes observations of staff practice
- c) reviewing and updating policies with relevant details
- d) continuing to update the Service Improvement Plan which clearly identifies and measures improvements to the service and service user outcomes.

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

'I use a service and organisation that are well led and managed' (HSCS 4.23).

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

All staff should undertake medication training that includes clear guidance regarding prompting, assisting and administration of medication.

This ensures care 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).

This area for improvement was made on 31 October 2019.

Action taken since then

Two medication modules were now part of the training to be completed by all staff. These had been completed by the majority of staff and plans were in place to assist those staff who were still to complete.

This area for improvement has been met.

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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