

Balmoral Health and Social Care - Fife Support Service

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Type of inspection:
Announced (short notice)

Completed on:
5 October 2023

Service provided by:
Balmoral Homecare Ltd

Service provider number:
SP2005007958

Service no:
CS2019373168

About the service

The service is operated by Balmoral Homecare Ltd, an independent provider with an office based in Dunfermline.

The service provides care at home support to adults in Fife. At the time of inspection, the service was supporting around 60 people in their homes and had a staff team of around 30.

The service aims and objectives include: To "provide high quality care based on 'person centred planning', compassion, dignity and trust, achieve high levels of satisfaction and care...." and for people to experience high quality care and support which reflects the Health and Social care standards.

About the inspection

This was a short notice announced follow up inspection which took place on 5 October 2023 between 11:30 - 17:00. 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 one person using the service and four of their family.
- Spoke with seven members of staff and management.
- Reviewed documents.

Key messages

- Staff and management were held in high regard and worked hard to provide care and support.
- People reported improvements in their experience of care and support resulting from effective communication, continuity of staff and reliable timing of visits.
- We were able to remove our requirement and area for improvement made at previous inspections.

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

Requirements

Requirement 1

By 14 August 2023, the provider, must ensure that the number and skills mix of staff are adequate to meet the health, welfare, and safety needs of people receiving care at all times. This must include a regular assessment of the needs of people receiving care.

This is in order to comply with Regulation 4(1)(a), and Regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

And

This is in order to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: "My needs are met by the right number of people" (HSCS 3.15)

This requirement was made on 7 March 2023.

Action taken on previous requirement

We found the changes in management and leadership had resulted in improvements experienced by staff and clients. These were reported as improved communication, continuity of staff and good timekeeping. As a result, clients and staff had confidence in the service, reported good relations and, a reduction in stress and worry.

In addition, staff training and supervisions were up to date providing assurance around competency and the effectiveness of current management and leadership arrangements.

There was stability in the number of care hours delivered however some changes to care packages had been made to address on-going workforce pressures. Action taken to mitigate future risk continued to include measures to recruit and retain staff.

The service was up to date with assessment and reviews which provided good evidence of client involvement in their day to day care and support. This meant the service could be responsive to changes in people's situation and/or needs.

This requirement has been met.

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

The provider should ensure that people receiving care experience sustainable positive outcomes. To achieve this they should evidence:

- Adequate resources in regard to staffing,
- Effective communication,
- Regular assessment and review of the needs of people receiving care and
- Robust quality assurance systems.

This is in order to ensure that care and support is consistent with 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)

This area for improvement was made on 15 May 2023.

Action taken since then

As recorded under outstanding requirement, we found the changes in management and leadership had resulted in improvements experienced by staff and clients. These were reported as improved communication, continuity of staff and good timekeeping. Resulting in confidence, good relations and a reduction in stress and worry. In addition, staff training and supervisions were up to date providing assurance around competency and the effectiveness of current management and leadership arrangements.

There had also been stability in the number of care hours delivered however some changes to care packages had been made to address on-going workforce pressures. The direct impact on people receiving care had been recognised by management and action taken to mitigate future risk continued to include measures to recruit and retain staff.

The service was up to date with assessment and reviews which provided good evidence of client involvement. This meant they could be responsive to changes in people's situation and/or needs.

In addition, quality assurance systems supported good oversight around service performance. It was encouraging to see the development of a client satisfaction survey that reflected similar opportunities for people to be involved in developing the service as had been seen within review records.

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.

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