

Care at Home and Enablement Service Mid Ross Support Service

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Type of inspection:
Announced (short notice)

Completed on:
8 September 2023

Service provided by:
NHS Highland

Service provider number:
SP2012011802

Service no:
CS2019377299

About the service

Care at Home and Enablement Service-Mid Ross is provided by NHS Highland. The service office is located in Dingwall. The service offers short term reablement support to people living in their own homes. They aim to support people to regain or maximise their independent living skills. Where necessary, they will continue to support people who continue to need an ongoing care at home service, until the point that they transition to a mainstream provider.

About the inspection

This was a short announced inspection which took place on 5 September 2023 at 09:30. The inspection was carried out by 1 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 6 people using the service and 4 of their family
- spoke with 9 staff and management
- observed practice and daily life
- reviewed documents
- spoke with 7 visiting professionals

Key messages

- Staff knew their service users very well and supported them with care and sensitivity.
- This included supporting people with a range of abilities and promoting people's independence.
- There were positive reports from people and their families about the care and support their loved ones received.
- People's health and wellbeing benefited from good communication within the service and the wider integrated team.
- Staff were well supported by management and working relationships were good.
- Staff received regular supervision and annual appraisal.
- The manager had clear systems for quality assurance.

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?	5 - Very 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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Values-based practice was threaded throughout the organisation. We observed staff supporting people with warmth, respect, and kindness. People were supported by staff they liked, whom they felt treated them in a respectful and dignified way. Staff displayed strong positive values and we heard how people were being supported in person-centred and informed ways to support their unique needs and skills. People told us:

"I'm absolutely delighted with them".

"They're grand, very good at what they do".

People felt safe when care was being delivered as there were strong, trusting relationships between staff and the people they supported. Staff advocated strongly for people to ensure they lived the best life they could, and people experienced support that promoted their identity, independence, dignity, privacy, and choice.

People had been encouraged to complete surveys aimed at identifying what worked well and what could improve with the support they received. This helped staff and managers to benefit from people's lived experience. People and staff had the chance to contribute to the direction the service was going in, through completing surveys and regular reviews. This demonstrated how the service worked in person-centred ways, how it valued people and helped them achieve positive outcomes. Families felt confident in their loved one's care because they knew the staff who provided their care and support, and when to expect them. They told us:

"The staff have been brilliant; they are very good at updating us on what is happening".

"They couldn't be better; they are all very good".

We saw evidence of staff being responsive to people's needs and how they were able to communicate effectively with people who had cognitive and sensory impairment. Staff were very skilled in this way, and this helped ensure that people's needs were met. It was positive that 'shadow shifts' were used to introduce a new staff member to people, to get to know them and their preferred routines. New staff were also allocated to people with care and sensitivity and encouraged to focus on maximising people's independence. This meant staff were able to support people to get the most out of life. Families agreed and said that staff helped their loved ones to maintain and develop their mobility and independence around their home.

Staff were supported in their roles through training, as well as by linking in with other agencies to ensure they had professional support and guidance as needed, to understand more complex and sensitive needs. People's support plans provided staff with access to the most current, detailed information about people. People and families told us they knew the staff who were coming to support them, and families found it easy to speak with managers and senior staff. This helped people build positive relationships with staff and managers.

People were well supported with their medication, and records confirmed that people were receiving their

medication as prescribed. The service regularly monitored and audited medication and staff received regular training to ensure safe practice which benefitted people's health. The service worked proactively within the integrated health and social care team and relatives, to ensure the correct level of support was made available to people as their needs changed. Where there were people potentially at risk, this was responded to in a timely and appropriate manner. There was good engagement with relevant professionals and interagency working.

The service worked in a way that respected people's rights whilst striking a balance of also ensuring their safety. Training for staff was robust and updated training was provided to meet people's changing needs. We heard from staff that they felt well supported with regards to learning and development needs. Staff demonstrated a clear understanding of their responsibilities to protect people from harm. They described the measures they needed to take to prevent adverse incidents or stressful situations. These were tailored to people's individual needs and personalities. This meant people and families could be confident that staff understood how to keep their loved ones safe.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The service was led and managed well. There was clear leadership within the service and a culture of openness and transparency. It was apparent that leaders had a clear understanding of their role in monitoring, directing, and supporting improvement. The focus was on providing a person-centred service and there was regular evaluation of people's outcomes. This helped people get the right care and support at the right time. Feedback from staff and the wishes of people using the service were key drivers for service development and improvement. Communication within the staff team was good and information was shared verbally and electronically. This meant staff were kept up to date with changes in people's care needs so that action could be taken quickly and effectively. The staff team shared responsibility for identifying and supporting improvement. Staff told us they were confident about giving feedback and raising concerns and their views would be considered.

There were effective systems in place to evaluate people's experiences. This included client and staff feedback surveys. Audits took place across a range of different areas within the service, and these linked into the service improvement plan and this plan clearly outlined the future direction of the service. The plan provided detail about how this would be delivered and what success looked like. The manager had robust systems for assessing accidents and incidents and there were appropriate follow up actions taken to identify the causes or to minimise any reoccurrence. This meant people and families could be confident that staff understood how to keep their loved ones safe.

Families felt staff and managers valued and listened to them and took appropriate action when issues were raised. This resulted in true partnership working with the focus remaining on the individuals' needs and how these were met. Families told us:

"Those staff are all very good, they know what they are doing".

"The staff have been brilliant; they are very good at updating us on what is happening".

External professionals rated the service, staff and management team positively and told us:

"The daily decision-making and person-centred approaches make a big difference".

"They work really hard and are very proactive in trying to help people".

Staff spoke positively about the training they were expected to complete to ensure their practice supported improving outcomes for people. This included a robust induction and 'shadowing' period for new staff. Training, staff supervisions and appraisals were all up to date because the system for ensuring these took place was effective. The service provided staff with an effective e-learning platform, and this provided assurance that staff were in receipt of the right training and updates.

To monitor the quality of care and support received by people, there were regular audits across a range of staff practice and how well staff supported people. There were regular direct observations with staff. This meant staff's interactions were observed and then staff were told what they were doing well and what could be improved on when they were supporting people. This helped staff remain focused on delivering person-centred care.

We looked at whether recruitment procedures were in line with 'Safer Recruitment' guidance. We found evidence that references, including most recent, were being followed up, Protection of Vulnerable Groups checks completed, SSSC registration confirmed, ID documents and evidence of previous employment. This meant that people could be confident that staff had been appropriately and safely recruited.

The service regularly submitted notifications to the Care Inspectorate. However, we identified several incidents which were not submitted to the Care Inspectorate in accordance with its notification guidance. To ensure that the service submits notifications in accordance with guidance, we have made an area for improvement. (See area for improvement 1).

Areas for improvement

1. To ensure people are kept safe and their health and wellbeing are promoted by the service having effective quality assurance and reporting systems, the provider should, ensure:

a) improvements in recording and reporting systems; ensuring that they comply with all legal responsibilities, including submission of notifications to the Care Inspectorate in accordance with its notification guidance.

This is to comply with Regulation 4 (1)(a) (Welfare of users) 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 the Health and Social Care Standards (HSCS) which states that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

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?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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