

Integrity Social Care Solutions Housing Support with Care at Home Housing Support Service

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Announced (short notice)

Completed on:
1 November 2023

Service provided by:
Integrity Social Care Solutions Ltd

Service provider number:
SP2017013026

Service no:
CS2017362476

About the service

Integrity Social Care Solutions Housing Support with Care at Home provides services to adults with learning disabilities, autism, and older people in their own homes and in the community. The service provider is Integrity Social Care Solutions Limited.

There is a new office base in Dunfermline, Fife, and there are five teams providing services to people living in Fife and Dundee. At the time of inspection, the service was providing care at home support to 118 people.

The organisation's vision statement is 'Creating communities where people with autism, learning disabilities, older adults and people with complex needs have equal opportunities. A world where people with disabilities are valued and encouraged to realise their full potential.'

About the inspection

This was an announced (short notice) follow up inspection which took place on 1 November 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 three staff and management
- reviewed documents.

Key messages

- We were pleased to see the outstanding requirement had been met.
- We were confident that management had an overview of key parts of the service.
- We stressed the necessity of informing the Care Inspectorate if the service grows in size.

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

Requirements

Requirement 1

By 17 July 2023, you, the provider, must further develop quality assurance processes to ensure regular monitoring and clear management oversight of all aspects of care and support.

To do this, the provider, must at a minimum:

- a) implement a clear planning process to ensure people's care and support is reviewed at least once in every six-month period;
- b) establish and implement systems for regular, effective audits of personal plans; and
- c) implement a clear planning process to ensure spot checks and observations of practice are carried out to demonstrate staff competency.

This is in order to comply with Regulation 5(2)(b) and 15(a) 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 state that:

'My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15); and

'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 requirement was made on 24 April 2023.

Action taken on previous requirement

We found that managerial oversight had improved since our last inspection. There were clear systems in place which allowed leaders in the organisation to plan, track, and review key tasks including spot checks of staff practice, personal plan audits, and service user reviews.

We sampled a number of reviews which were outcome focused and included the person receiving care and their relative. We were confident that the vast majority of reviews were up-to-date and where they were not, a clear reason was given. For example, where no response had been received from relatives, this was noted and contact was attempted again at a later date. We suggested that the review template could include a discussion with the person receiving care about their care visits, for example the length of visits and their experience with carers. We could be confident that service leaders are now able to ensure they are meeting their statutory requirements with regard to reviewing personal plans.

Audits of personal plans were taking place, most often at the same time as the review. We found evidence of this being a meaningful and effective process. For example, the service were proactive in making referrals to other professionals, including reassessment for moving and handling equipment. We could be confident that people's health and wellbeing was improved as a result.

We found that spot checks and observations of practice were taking place on a regular basis. Checks included use of Personal Protective Equipment (PPE), moving and handling practice, interaction with service users and documentation. Service leaders were able to speak at length about these spot checks and felt no trends or patterns were identified in terms of areas for improvement. There was a feeling that this reflected good quality training and supervision. We could be confident that people are being supported by staff who receive appropriate training and support to undertake their work.

Although service leaders could speak about spot checks in detail, this was not reflected on the paperwork. We suggested that the paperwork used for this could be developed to show in more detail what was being checked. For example, which piece of training. We also suggested that this could also be added as a topic of discussion in supervision. On discussion with service leaders, we were confident that recording would be improved.

We found that service leaders had an oversight of quality assurance including training, supervisions, and team meetings. All had exceeded the organisational target of 60%, with mandatory training at 100% and supervision at 86%.

We were satisfied that the service had improved quality assurance processes and had a good oversight of care and support of people experiencing care. This requirement is met.

Met - within timescales

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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