

KINCARE HEALTH SOLUTIONS

Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
30 October 2023

Service provided by:
Kincare Health Solutions Ltd

Service provider number:
SP2021000138

Service no:
CS2021000232

About the service

Kincare Health Solutions provides a care at home and housing support service to adults, older people and may include people with learning disability in their own homes and in the community. The service is managed from an office based in the east of Edinburgh. The staff team includes the registered manager, office staff, principle carer and support workers. At the time of the inspection 27 people were being supported across the east, mid and west Lothian areas.

About the inspection

This was an announced short notice inspection which took place on 25th and 26th October 2023. This first inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service.

This included registration information, information submitted by the service and intelligence gathered.

In making our evaluations of the service we:

- Spoke with five people using the service and three of their family
- Spoke with eight staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with four involved professionals

Key messages

- People were being supported in their own home by staff they knew.
- People were supported by a consistent staff team.
- People's health and wellbeing needs were being met.
- People accessed local community groups they enjoyed.
- The managers were keen to work on their development plan.

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 the performance of the service as good, there were strengths that had positive impact on people. These outweighed the areas identified by the service for improvement.

People the service supported lived in their own homes. They received support from a consistent team, whom they knew. We observed people being supported in a caring, respectful manner. People we met told us 'staff are kind and friendly, 'the manager listened to me and my choices'. Those who chose to had access to the staff rota. Family members told us 'the staff are compassionate, caring and have huge respect for my family member', another saying 'the staff are skilled and trained to look after my relative'. This meant people were enabled to live in their own home. They knew who was going to support them and had a say in who provided their care and support.

We observed and met people in their homes. They told us they took part in activities that were of interest to them, one person had an afternoon at the local church concert planned. Another person told us they had arranged with the service earlier visits to enable them to attend community activities. For other people staff read with them, sat or had gentle walks in their garden which they enjoyed. These approaches meant people were involved in activity that was meaningful to them.

Each person had various levels of support during a day. They had a personal plan that contained risk assessments if required. The service was also in the process of moving from a paper based system to electronic plan for each person. Staff had received training to support this change. Reviews took place every six months. For people who required support with medications safe systems were in place for administration, storing and recording. Management undertook audits regularly. This meant people had a personal plan that was right for them.

One involved professional told us they were updated regularly about people they had referred to the service. Another involved professional told us the service had been flexible and was responsive in any contact they had had with them. As a result of this people had care and support from the service and involved professionals to meet their needs.

How good is our leadership?

4 - Good

We made an evaluation of good for this key question, strengths were identified that outweighed areas for improvements.

The service had policies and procedures in place to support staff. Some policies required to be updated and we spoke to the service during the inspection about this. Accidents and incidents were recorded by the service. Complaints were recorded and included follow up actions and onward referral. This meant people's wellbeing was being supported as staff had access to information and resources to care for them safely.

Medication audits and personal plan reviews were undertaken regularly by the manager. These could be strengthened by the addition of actions and outcomes the service had taken. The service did not have an improvement plan in place but had arranged a staff meeting to involve them in the development of one. By developing and having these plans in place people could then be assured the service supported continuous development and improvement.

People and families were given the opportunity to provide feedback via questionnaires. Families told us they also had communication with and regularly saw managers in the service. The service should include any feedback to shape how it develops and add this to their improvement plan.

Staff were involved in regular team meetings. They also had regular communications each day by mobile. Some staff had access to a company car to move between people who used the service. Staff told us they had enough allocated travel time between visits. People and families told us staff arrived on time and if they were going to be late then they would receive a phone call to update them. Staff told us managers provided good support and 'we work well together as a team'. The managers linked with other care services for peer support. This meant people's wellbeing was supported by a service that was managed and led well.

How good is our staff team?

4 - Good

We made an evaluation of good for this key question, strengths were identified that outweighed areas for improvements.

Safer recruitment processes were in place. Staff had a full induction and told us, 'induction really good, covered everything', 'induction exceeded my expectations'. A variety of training styles included face to face, e-learning and external facilitators. Staff also had shadow opportunities where they worked alongside the principle carer. Each staff member had a mobile phone to access their e-learning as well as use of the office computers.

Managers had oversight of training staff had completed and additional training was discussed in team meetings. One family member told us they were impressed with staff and their understanding of dementia care. This meant people could be confident staff were trained and skilled to support their health and wellbeing.

How well is our care and support planned?

4 - Good

We made an evaluation of good for this key question, strengths were identified and these outweighed areas for improvement.

People had a plan that was personal to them that included their preferences and wishes. The service had introduced a new electronic system (RoundSys) which held the plans on a digital platform. They were in the process of transferring all people's plans to this system. Staff had received training on how to use the new system. People could still have access to their plan in paper format. Daily notes were added to the system after each visit by staff. Reviews with people were taking place every six months, their outcomes were being recorded. This meant people had a personal plan that was set out for their needs and wishes making it right for them.

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
3.2 Staff have the right knowledge, competence and development to care for and support people	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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