

Grangemouth Carers Ltd Housing Support Service

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Telephone: 01324 666 455

Type of inspection:
Announced (short notice)

Completed on:
23 February 2024

Service provided by:
Grangemouth Carers Ltd

Service provider number:
SP2004006750

Service no:
CS2004080545

About the service

Grangemouth Carers Ltd provided a range of Care at Home and Housing Support services to people living in the local community and surrounding areas. The organisation is community owned with charitable, non-profit making status. There is a voluntary board of directors. The service can be contracted privately or through the local authority.

The service provides flexible packages of care and support to meet assessed needs. The range of services includes; personal care and support and sleepovers where required, support with domestic tasks, and shopping.

About the inspection

This was a short notice inspection which took place between the 19 and 23 February 2024. The inspection was carried out by one inspector from the Care Inspectorate. An inspection volunteer was involved in the inspection. An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer role is to speak with people using the service and their families and gather their views.

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 12 people using the service and 12 of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- obtained feedback from other professionals.

Key messages

- Staff treated people with compassion, dignity and respect and people they supported spoke extremely positively about them.
- People receive their full support time as staff are given travel time to go between people.
- Feedback from people receiving support and their families was very positive.
- The manager had made improvements in the service's quality assurance systems.
- Improvement was needed around the completion of six monthly reviews.

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
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?

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.

Staff demonstrated the principles of the Health and Social Care Standards in their day-to-day practice, which promoted a culture of respect. People they supported spoke extremely positively about staff. One person told us, "I'm very fond of the carers", whilst another said, "They are all very polite and helpful". Another commented that "X (care worker) really is ace". A relative told us, "There's never been any problems", whilst another said, "I don't know what we'd do without them".

People were respected and listened to because their wishes and preferences were used to shape how they were supported in their home, including if they wished to decline an aspect of their support.

The service strived to have a consistent core group of staff, although due to recent staffing constraints this was not always possible. However, the staff team and management ensured that this was minimised. Feedback from people and their families appreciated this and continued to be happy with the service that they or their family member received. One person told us, "It doesn't matter who comes as they are all good", whilst another said, "Some staff have known my relative a long time and are excellent".

The scheduling of staff runs was very good. Staff were given travel time which meant that the people they supported received the full allocated support time. This meant that staff had time to speak to people. Often, they could be the only person someone saw that day, therefore this was a great strength.

People's wellbeing benefited from an approach that enabled a healthy attitude to food and drink. Staff share information appropriately when they observe changes in people's eating and drinking. Recently, the service were encouraging people to put air fryers in place as this allowed a greater choice of meal options for people, rather than an over reliance on microwave meals.

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 manager was now over one year in post and since the last inspection they had made improvements to the various quality assurance systems. The benefit of this was that people who were using the service were provided with the right care and support in the right place to meet their outcomes.

The manager had developed an ongoing, dynamic and responsive improvement plan that detailed the future direction of the service.

People told us that management team were approachable and that they were confident giving feedback and raising any concerns because they knew they would act quickly and use the information to help improve the service.

The management team were bolstering the support workers by carrying out many of support visits to people. Whilst this ensured support visits were not cancelled, it reduced the time they had to concentrate on

their own work. This meant that some aspects were not as up to date as planned, however, the manager demonstrated a clear understanding about what is working well and what improvements are needed. This ensured that people they supported continued to have very good outcomes.

How well is our care and support planned?

4 - Good

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

We sampled this and found that personal plans and associated risk assessments were in place for people. These provided information to guide staff on how best to support the person. The amount of person centred detail varied, however, the service had plans to involve the support workers to expand the information.

Where people were not able to fully to express their wishes and preferences, individuals who were important to them and/or have legal authority were involved in shaping and directing the care and support plans.

Reviews had been taking place by the Health and Social Care Partnership, however, the service did not have a copy of these. Their own internal six monthly reviews were not up to date, however, before the end of the inspection the manager had started to put a system in place to address this (see area for improvement 1).

Areas for improvement

1. The provider should ensure that personal plans are reviewed with people they support and/or their representative at least once in every six monthly period or where there is significant change in the service user's health, welfare or safety needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care 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)

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

To support people's health and wellbeing, the service should ensure that each service user has a personal plan in place, to guide staff on how to care and support them, and that completed risk assessments are in place. These should then be reviewed at least every six months to ensure that they are accurate.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care 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)

This area for improvement was made on 2 March 2023.

Action taken since then

We sampled this and found that personal plans and associated risk assessments were in place for people. These provided information to guide staff on how best to support the person. The amount of person centred detail varied and the service had plans to involve the support workers to expand the information.

Reviews had been taking place by the Health and Social Care Partnership, however, the service did not have a copy of these. Their own internal six monthly reviews had started since the last inspection, but were not up to date as yet.

The section around personal plans and risk assessments had been met. However, a new area for improvement has been made regarding the six monthly reviews. This is noted under Key Question 5.

Previous area for improvement 2

To ensure that quality assurance, including self-evaluation and improvement plans, drive change and improvement where necessary, the service should establish an improvement plan to work through.

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)

This area for improvement was made on 2 March 2023.

Action taken since then

Since the last inspection, the manager had made improvements to their quality assurance system. This included a dynamic service improvement plan which the management team were working through.

This area for improvement had 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?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very 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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