

# Inspection report

## Mariner Home Care Housing Support Service

101c Alexander Parade  
Dunoon PA23 8AH

**Inspected by:** Colin Goldie  
**(Care Commission Officer)**

**Type of inspection:**

**Inspection completed on:** 26 September 2006

**Service Number**

CS2004061507

**Service name**

Mariner Home Care

**Service address**

101c Alexander Parade  
Dunoon PA23 8AH

**Provider Number**

SP2004005995

**Provider Name**

Mariner Support Agency Ltd

**Inspected By**

Colin Goldie  
Care Commission Officer

**Inspection Type****Inspection Completed**

26 September 2006

**Period since last inspection**

7 months.

**Local Office Address**

4th Floor  
1 Smithhills Street  
Paisley  
PA1 1EB

## **Introduction**

Mariner Home Care registered with the Care Commission in April 2004 to provide a Housing Support and Care at Home Service to a maximum of 10 clients with, primarily, learning difficulties.

The service is based in two converted Victorian houses close to Dunoon town centre. Each house comprised of a number of double and single person flats.

Mariner Home Care was registered with Communities Scotland as providing Homes of Multiple Occupancy.

The service aims to provide personal packages of care and support, along with practical help, to enable clients to sustain and develop their independence.

## **Basis of Report**

This announced inspection was undertaken on 26 September 2006 by one Care Commission Officer.

During the inspection the Officer spoke with the Proprietor/Manager, staff and 4 clients.

A range of policies, procedures and records were sampled, including the following:

- Staff files
- Support Plans
- Support Service Agreements
- Accident/incident records
- Records of financial transactions

This inspection focused on the following standards from the National Care Standards for Housing Support and Care at Home:

- Housing Support - Standard 2 - Your Legal Rights
- Housing Support - Standard 3 - Management and Staffing Arrangements
- Housing Support - Standard 4 - Housing Support Planning
- Housing Support - Standard 6 - Choice and Communication

In addition the themes of Safer Recruitment and Clients Finances were considered.

The inspection focused on the requirements of the Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002, Statutory Instrument 114 and on aspects of the National Care Standards for Housing Support and Care at Home.

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine what level of support was necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service and action taken upon requirements. This service was required to have a low level of support.

**Action taken on requirements in last Inspection Report**

There were no requirements arising from the previous inspection.

**Comments on Self-Evaluation**

The self evaluation was returned prior to inspection. This showed a clear understanding of National Care Standards, acknowledging the agency's areas of strength and development.

**View of Service Users**

The Officer had the opportunity to speak with 4 clients, all commented positively regarding the service, saying they were supported to access a range of community resources.

**View of Carers**

There were no carers available to comment during this inspection.

## **Regulations / Principles**

### **Regulation :**

### **Strengths**

### **Areas for Development**

## **National Care Standards**

### **National Care Standard Number 2: Housing Support Services - Your Legal Rights**

#### **Strengths**

Prior to receiving a service clients were provided with a Mariner Home Care "Support Service Agreement". This noted when the service commenced, costs, each party's responsibilities, the remit of the service and how the agreement could be ended.

Agreements were signed and dated by both the client and a representative of Mariner Home Care.

Care Commission Inspection Reports were available to clients, their representatives and interested parties.

The service had designed a new information brochure that provided a range of information in an easily understood format.

#### **Areas for Development**

There were no areas of development identified on this occasion.

### **National Care Standard Number 3: Housing Support Services - Management and Staffing Arrangements**

#### **Strengths**

Mariner Home Care had a range of Policies and Procedures in place addressing areas such as: Whistle-blowing, Health and Safety, Medication, Appraisal and Supervision, Fire Procedures and Recruitment. There was a programme in place to review and update these. Policies and Procedures were available to staff and clients.

The Officer undertook an audit of staff records to ensure that staff were recruited following best practice guidance. These records evidenced that the Manager was aware of best practice guidance in this area with reference to health and Enhanced Disclosure Scotland

checks being undertaken.

Staff had been issued with information concerning the Scottish Social Services Council and the Councils' Code of Practice for Social Care Workers.

The service was aware of the need to register staff with the Scottish Social Services Council (SSSC) by 2009 and for the staff to obtain specific qualifications. Staff informed the Officer that they were provided with a wide range of training opportunities. The service had a high number of staff either holding or working towards a Scottish Vocational Qualification in Social Care (level 3).

Staff information was held securely and managed in a confidential manner.

Staff spoken with informed the Officer that they were supported by the manager and had the opportunity to raise issues or concerns.

Staff files evidenced that the staff practice was challenged if it did not meet with the services expectation.

### **Areas for Development**

The Manager was aware of the need to ensure that two references were obtained for new employees, of which one must be from the current or most recent employer, and was taking steps to ensure that this expectation was met.

The Manager intended to modify the services Application Form to ensure that it noted the need to provide the current or most recent employer as a referee.

### **National Care Standard Number 4: Housing Support Services - Housing Support Planning**

#### **Strengths**

Clients' Personal Plans contained relevant information such as their next of kin, personal contacts and details of the support the individual received from other sources, e.g. Day Services, community nurses.

Clients informed the Officer that they were involved and consulted regarding service provision.

Information about clients was managed in a secure and confidential manner.

Staff supported clients to access additional support services when required.

The clients' Essential Lifestyle Plan noted areas of support provided by staff and any information that was required to provide this support. These were updated and reviewed on a regular basis.

Each client had been provided with a diary that included a Personal Development Plan. This

supplemented their Essential Lifestyle Plan, indicating areas of development and choice.

### **Areas for Development**

There were no areas of development identified during this inspection.

## **National Care Standard Number 6: Housing Support Services - Choice and Communication**

### **Strengths**

In conversation with clients the Officer was informed that there were no limits upon them regarding what they wished to do.

Clients could access Lomond and Argyll Advocacy Service.

Clients confirmed that staff were available to discuss any concerns.

Interactions between staff and clients was seen to be appropriate, caring and polite.

Clients confirmed that their choices and opinions were respected.

### **Areas for Development**

There were no areas of development noted during this inspection.

**Enforcement**

There had been no enforcement action in the 12 months prior to inspection.

**Other Information**

There were a number of Recommendations arising from the previous inspection:

1. The information pack to be developed, in a format that is suitable for individual service users.

Work had been undertaken in this area. This recommendation is met.

2. The written agreement to be developed in a format that is service user friendly.

The written agreement was seen to be appropriate. This recommendation is met.

3. The service to develop links with an external advocacy service.

Lomand and Argyll Advocacy Agency had visited the service and future visits were planned. This recommendation is met.

The Officer was informed that the service was in the process of re-tendering with the Local Authority. The Manager and staff indicated that this produced a degree of uncertainty in that no one was sure if the process would be successful. The officer was informed that this was having an impact on staff retention and morale.

**Requirements**

None.

**Recommendations**

None.

**Colin Goldie**

**Care Commission Officer**