

# Inspection report

## Carers Direct Ltd Support Service Care at Home

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Helensburgh  
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**Inspected by:**  
**(Care Commission officer)**

Elsbeth Gibb

**Type of inspection:**

Announced

**Inspection completed on:**

20 May 2010

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**Service provided by:**

Carers Direct Limited

**Service provider number:**

SP2004004444

**Care service number:**

CS2004076349

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## Easy read summary of this inspection report

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There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



### We gave the service these grades

**Quality of Care and Support**  **5** **Very Good**

**Quality of Staffing**  **4** **Good**

**Quality of Management and Leadership** **N/A**

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

### What the service does well

We could evidence that service users were receiving a very good level of care and that they were satisfied with the the service they received. The inspection indicated that people with intensive support needs were being very well supported by skilled and caring staff teams.

The need for consistency of staff attending to service users needs is acknowledged and care is taken to maintain the same small teams of staff allocated to individual service users.

The new manager has demonstrated a thorough and responsive approach to developing and improving the service.

Improved systems are in place to support staff and improve the accountability of the service and the service continues to respond well to the needs of service users and their relatives.

### **What the service could do better**

The care planning and review systems could be further improved to ensure accountability of practice. The newly implemented supervision and staff meeting systems will take some time to impact on staff development and the manager is aware of the need to continue to promote a more inclusive and supportive ethos for staff.

### **What the service has done since the last inspection**

Carers Direct has recruited a new manager since the last inspection. There has been observed improvement in the areas for development identified at the last inspection.

### **Conclusion**

The service is working well with the Care Commission to improve the service.

### **Who did this inspection**

#### **Lead Care Commission Officer**

Elspeth Gibb

#### **Other Care Commission Officers**

N/A.

#### **Lay Assessor**

N/A.

**Please read all of this report so that you can understand the full findings of this inspection.**

# About the Care Commission

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We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: [www.carecommission.com](http://www.carecommission.com). Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

## About the National Care Standards

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The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: [www.scotland.gov.uk](http://www.scotland.gov.uk)

You can get printed copies free from:

Booksource  
50 Cambuslang Road  
Cambuslang Investment Park  
Glasgow  
G32 8NB  
Tel: 0845 370 0067  
Fax: 0845 370 0068  
Email: [scottishgovernment@booksource.net](mailto:scottishgovernment@booksource.net)

# What is inspection?

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Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.



## **Recommendations, requirements and complaints**

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

# How we decided what to inspect

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## **Why we have different levels of inspection**

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

## **How we decide the level of inspection**

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

# What is grading?

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We grade each service under Quality Themes which for most services are:

- **Quality of Care and Support:** how the service meets the needs of each individual in its care
- **Quality of Environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of Staffing:** the quality of the care staff, including their qualifications and training
- **Quality of Management and Leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of Information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

## How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

## About the service we inspected

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Carers Direct Limited has been registered with the Care Commission since December 2004 to provide a care at home and housing support service. In their information booklet it states "Carers Direct provides a complete Caring Service for elderly and less able people living in their own homes and support to the carers of dependent relatives".

The service operates in two geographical areas of Helensburgh and Oban with the administrative office based in Helensburgh.

The service was registered with the Care Commission in 2004.

Based on the findings of this inspection this service has been awarded the following grades:

<b>Quality of Care and Support</b>	<b>5 - Very Good</b>
<b>Quality of Staffing</b>	<b>4 - Good</b>
<b>Quality of Management and Leadership</b>	<b>N/A</b>

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

You can use the "Care services" area of our website ([www.carecommission.com](http://www.carecommission.com)) to find the most up-to-date grades for this service.

## How we inspected this service

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### **What level of inspection did we make this service**

In this service we carried out a medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

### **What activities did we undertake during the inspection**

This report was written after an announced inspection that took place between 29th April and the 20th May 2010.

As requested by us, the care service sent us an Annual return. The service also sent us a self assessment form.

Three service users and one relative of a service user were visited and time was spent discussing their views of the service they receive.

In this inspection we gathered evidence from various sources, including relevant sections of policies, procedures, records and other documents, including:

Evidence from the service's Self assessment and Annual return

Discussion with the service provider and the manager

Questionnaires from service users, staff and relatives of service users

Personal Plans

Training records

All of the above information was taken into account during the inspection process and reported on.

### **Inspection Focus Areas (IFAs)**

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

You can find out more about these from our website [www.carecommission.com](http://www.carecommission.com).

### **Fire safety issues**

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers

appropriate. Care service providers can find more information about their legal responsibilities in this area at: [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

### **The annual return**

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 15 February.

### **Annual Return Received**

Yes

### **Comments on Self Assessment**

The manager completed the self assessment for the service. This process would be improved by more active involvement of staff, service users and relatives.

### **Taking the views of people using the care service into account**

Questionnaires and individual conversations indicated a high level of satisfaction with the service provided.

Their comments included:

'I think the staff are excellent. I have the same people coming all the time and they know what I need'

'I can't think of any way the service could be improved'

'Staff are very good to me - they look after me well'

'I wouldn't get out at all without help of staff'

'The care I get makes it possible for me to stay at home and that is very important to me'.

### **Taking carers' views into account**

'I think the service is as good as it can be'.

## Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

#### Service Strengths

Observations and discussions during the inspection confirmed that there is a positive and responsive ethos throughout the service and that manager and staff actively seek feedback from service users on the quality of the care they receive.

The care service involved the people who use the service and their relatives and carers and asked for their views in several ways. Observation and discussion with managers indicated that they are in regular contact with service users and their families and that they are flexible and responsive in their approach.

The service has been using questionnaires to evaluate the quality of care for several years. The results of questionnaires are collated and the manager advised that any issues raised are followed up.

Each person who is supported by Carers Direct has their care and support needs reviewed regularly at an individual meeting in the home between themselves, any family member whom the individual wishes to be present and the manager of the service. Depending on the level of support, these visits are carried out between every 8 weeks and 6 months.

Discussion with management staff indicated that service users are encouraged to participate in the decision making process regarding the ongoing level of care and are regularly invited to give feedback about the quality of the service.

#### Areas for Improvement

There are good informal systems in place and discussions with service users staff and relatives indicated a positive approach to participation.

Discussion took place on the day of the office based inspection about new developments being implemented by the manager in relation to ongoing reviewing of the service.

The questionnaire could be further improved to encourage people to include details of the way the service could be improved.

**Grade awarded for this statement**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

0



### **Statement 3**

We ensure that service user's health and wellbeing needs are met.

#### **Service Strengths**

Service users' health needs are assessed prior to admission to the service. The initial assessment is conducted by the manager and information is gathered to form a plan of care for the individual.

Personal plans include contact details of all health professionals involved in the care of each person and staff are well supported to be confident about supporting health needs effectively.

Systems are in place to ensure that appropriate support is given to uplift and store medicines on behalf of service users and staff are supported to understand organisational policy on the administration of medication.

The service supports several people with complex health needs and there was strong evidence that staff were well trained in specific issues and were confident in completing complex health related tasks. This is well supported and supervised by the manager and the linked health care professionals.

Staff are well supported and supervised and all reported that they felt well equipped to support service users' health needs.

#### **Areas for Improvement**

During the inspection discussion took place about improving the systems for reviewing and recording personal plans. The recording and updating process could be developed to be more person centred and the content of personal plans could be more detailed outlining clearly individual preferences, wishes and needs in relation to their personal routines. The review of care should result in an updated care plan.

#### **Grade awarded for this statement**

5 - Very Good

#### **Number of Requirements**

0

#### **Number of Recommendations**

0

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

#### Service Strengths

The newly implemented supervision systems should result in the increased awareness of management about service user feedback in relation to the quality of staffing.

The systems in place to promote participation are identified at quality statement 1.1.

#### Areas for Improvement

The areas for development in relation to participation are identified at quality statement 1.1.

#### Grade awarded for this statement

5 - Very Good

#### Number of Requirements

0

#### Number of Recommendations

0

### **Statement 3**

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

#### **Service Strengths**

The service is committed to ensuring that the staff they employ have the skills they need to do their job.

There is an ongoing staff development plan to ensure that staff gain SVQ qualifications which will allow them to register with the SSSC.

Staff are supported to understand and implement organisational policies and procedures.

Statutory training in Moving & Handling and Food Hygiene is regularly updated and there is an ongoing training plan including 'Safe Handling of Medication', 'Adult Protection', 'Managing Challenging Behaviour' and 'Promoting Continence.'

The inspection confirmed that staff were individually trained in response to specific identified health needs of the service user they are supporting.

The manager has recently started having staff team meetings and this has been welcomed by staff.

There is an open door policy and staff are encouraged to come to the office to discuss any issues they may have.

The turnover of staff at Carers Direct is low which contributes to the quality and consistency of the service.

#### **Areas for Improvement**

The manager should continue to promote the recently implemented systems for supervision and support of staff and continue to promote a more accountable practice and a more inclusive work environment to promote ongoing staff development.

The manager should continue to develop the training programme in response to needs identified at supervision and appraisal.

#### **Grade awarded for this statement**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

0

## Other Information

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### **Complaints**

No complaints have been upheld, or partially upheld, since the last inspection.

### **Enforcements**

We have taken no enforcement action against this care service since the last inspection.

### **Additional Information**

None.

### **Action Plan**

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## Summary of Grades

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<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Staffing - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 3	4 - Good
<b>Quality of Management and Leadership - Not Assessed</b>	

## Inspection and Grading History

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## Terms we use in our report and what they mean

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**Action Plan** - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

**Best practice statements/guidelines** - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

**Care Service** - A service that provides care and is registered with us.

**Complaints** - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

**Enforcement** - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

**Disclosure Scotland-** Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

**Participation** - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

**Personal Plan** - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.



## How you can use this report

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Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

## People who use care services, their relatives and carers

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We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

## The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

## Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website [www.carecommission.com](http://www.carecommission.com) or by telephoning 0845 603 0890.

## Translations and alternative formats

This publication is available in other formats and other languages on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

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Improving care in Scotland