

# Care service inspection report

## **Carers Direct Ltd**

### Support Service Care at Home

71 Sinclair Street

Helensburgh

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Telephone: 01436 671 389

Type of inspection: Unannounced

Inspection completed on: 4 March 2015



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## **Service provided by:**

Carers Direct Limited

## **Service provider number:**

SP2004004444

## **Care service number:**

CS2004076349

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0345 600 9527 or email us at [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

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

### We gave the service these grades

Quality of Care and Support	6	Excellent
Quality of Staffing	5	Very Good
Quality of Management and Leadership	6	Excellent

### What the service does well

Carers Direct provides an excellent service to people in their own homes. The inspection showed that the service had developed an excellent culture of care and staff spoken with demonstrated a professional and caring approach to the people using the service.

There was a very good response to the questionnaires we sent out and service users were very satisfied with the support they receive.

The service is very well managed and there are excellent quality assurance systems in place. There was strong evidence that the service is responsive to individual needs. The service works very well with other professional organisations to make sure that the needs of service users are met appropriately.

### What the service could do better

The service should develop their recording system for training in order that training needs can be identified more readily.

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

Since the last inspection the service continues to operate to a high standard.

## **Conclusion**

Carers Direct is committed to continuous improvement and had demonstrated that they were meeting the Quality Themes and Statements we looked at on this inspection to a high standard.

# 1 About the service we inspected

**The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at: [www.careinspectorate.com](http://www.careinspectorate.com)**

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

## **Requirements and recommendations:**

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

- **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 Public Services Reforms (Scotland) Act 2010 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 Inspectorate.

Carers Direct Limited is registered to provide a care at home 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.

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

**Quality of Care and Support - Grade 6 - Excellent**

**Quality of Staffing - Grade 5 - Very Good**

**Quality of Management and Leadership - Grade 6 - Excellent**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0345 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### **The level of inspection we carried out**

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

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

We wrote this report following an unannounced inspection. This was carried out by two inspectors. The inspection took place on Tuesday 3 March 2015 and continued on Wednesday 4 March. We gave feedback to the manager on 4 March 2015.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the provider to complete and submit to us.

During this inspection process we gathered evidence from various sources, including the following:

- self assessment
- advocacy
- participation strategy
- questionnaires evaluations and action plans
- welcome pack
- complaints records
- reviews
- personal plans
- risk assessments
- written agreements
- staff training records
- supervision
- staff meeting minutes
- managers audits

### **Grading the service against quality themes and statements**

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

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

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

## **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)

### **What the service has done to meet any recommendations we made at our last inspection**

There were no recommendations made at the last inspection.

### **The annual return**

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

### **Comments on Self Assessment**

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

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

We spoke with four service users during the inspection all comments were positive. In addition we received nine care Inspectorate Questionnaires from service users, and most indications were very positive. Specific comments are quoted in Quality Theme 1 Statement 3.

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

We spoke with one family member during the inspection and all comments made were positive, we also received one questionnaire from a family member who expressed some concerns but was overall happy with the service provided.



## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 6 - Excellent

#### 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

At this inspection, we found that the performance of the service was excellent for this statement.

The service had a written participation strategy which stated:

"This participation strategy is for you - the people who use Carers Direct Ltd, your carers and our staff who support you. Carers Direct Ltd has a long tradition of partnership working with service users and carers. This strategy aims to build on our previous work and to help us to develop a more consistent approach to service users and participation".

Methods of participation included:

- information pack
- care management policies and procedures
- annual carers direct questionnaires
- telephone and email enquiries
- care managers quality assurance visits
- open invitation to meet the care manager
- spot checks
- complaints procedure
- service user reviews
- feedback from other health care professionals

Each person had a personal plan and the service had well established systems in place to ensure that each person was fully involved in planning their care, and there were regular reviews of support arrangements.

The manager visited each person regularly to consult with them about their experience of the service and to allow the opportunity for suggestions about improvement. There was evidence that the service involves people very well in any decisions relating to the service they receive.

An information pack was available which was given to service users and carers, this included a list of services provided including Carers Direct 24 hours service, respite care, and holiday relief for carers. Other information included: the service cost, a copy of the Conditions of Registration, our contact details, and the our most recent inspection report.

People were regularly asked for feedback using questionnaires. The results of the most recent survey for 2014 showed an overall positive satisfaction with the service. Of the 74 responses the quality of care and support was graded excellent by 53% of respondents, very good by 31%, and good by 11%, 1% said the service was adequate, 1% unsatisfactory, and 3% did not comment. Similar results were obtained for the quality of communication, staffing, and management and leadership. Where specific issues were raised there was evidence that these had been actioned.

There was evidence of an open, positive and responsive culture throughout the service and the people who participated in the inspection were very happy with the support they receive.

The staff team at the office base communicate well with service users and families and demonstrated very positive communication skills during the inspection. People said that they found it easy to contact the office and that staff were efficient and helpful.

The service had an appropriate complaints procedure which included the contact details for the Care Inspectorate.

### **Areas for improvement**

The service should continue to build on current practice.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

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

### Service strengths

At this inspection, we found that the performance of the service was excellent for this statement.

We concluded this after looking at individual support plans and speaking with the people using the service, the staff who support them and the manager. The manager had also obtained feedback from the health professionals and social work staff who are involved with the service as part of the quality assurance process.

We observed very good interactions between staff and service users. They clearly knew the service users well and service users appeared comfortable and relaxed in their presence. The staff could outline good support procedures and the individual needs of the service users, and care plans reflected this in their detail.

There was evidence of good links with other health care professionals and of staff alerting them any relevant health care concerns. We were impressed by the care staff who presented as very caring and professional. Staff confirmed that they received good support from the management and the office staff.

Service users and carers told us:

'My first experience of care for my mother. I was very apprehensive , however the care and kindness of both admin staff and carers has way exceeded expectations. Overall an excellent service'.

'They are always caring and kind...and do much more than I asked'.

'We get excellent care for my dad'.

Staff received training on administration of medication, health and safety, moving and handling and food hygiene. Training has also been provided in foot care, and palliative care and feedback from questionnaires indicated that staff provided an excellent service.

Relevant policies were in place to ensure that the health and wellbeing of service users was protected and there were very good links with health professionals. Service users' care plans were easy to understand. This meant staff knew what help service users needed and could deliver this in the way the service user wanted.

There was evidence of very good partnership working with health professionals and social work colleagues.

### **Areas for improvement**

One family member who returned a questionnaire to us indicated that overall they were happy with the service, but they expressed some dissatisfaction in respect of staff skills and training specifically in relation to working with service users with dementia. On discussion with the manager we were informed that there were plans for staff to be trained in line with the promoting excellence in dementia framework.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## **Quality Theme 3: Quality of Staffing**

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 staffing in the service.

### **Service strengths**

See Quality Theme 1 Statement 1.

### **Areas for improvement**

Se Quality Theme 1 Statement 1.

**Grade awarded for this statement:** 6 - Excellent

**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

At this inspection, we found that the performance of the service was very good for this statement.

Staff spoken with appeared well motivated and demonstrated a caring and confident approach to their work.

The staff we spoke with were knowledgeable and demonstrated strong commitment to service users. Staff were working flexibly to meet service users' needs and knew their needs very well. This meant that the people we spoke to were very happy with the way their support was being organised.

Staff had undertaken a variety of training courses which were relevant to the people they supported including SVQ qualifications, and they felt confident that they could talk with the manager if they had any concerns. Specific training is arranged to meet the needs of individual service users as required.

The feedback about some individual members of staff from the people who use the service was very positive and generally people were very happy with the staff who support them.

The manager showed very strong commitment to service users and to the ongoing improvement of the service. She had developed very good relationships with staff who were very positive about her leadership and competence.

There was evidence of ongoing supervision, and staff had the opportunity to attend team meetings.

### Areas for improvement

Although there was evidence of staff training, records could have been better organised. Some records had not been updated with all training completed and so the system did not readily indicate the overall training needs for individuals or the organisation.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## **Quality Theme 4: Quality of Management and Leadership**

Grade awarded for this theme: 6 - Excellent

### **Statement 1**

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

### **Service strengths**

See Quality Theme 1 Statement 1.

### **Areas for improvement**

See Quality Theme 1 Statement 1.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

### Service strengths

At this inspection, we found that the performance of the service was excellent for this statement.

The manager has worked hard to create a very positive and inclusive ethos throughout the service. Staff said that they felt well supported by her and she has successfully promoted a service in which people felt confident to express their needs and concerns.

There was strong evidence that the people who use the service, their relatives and staff were all encouraged to be involved in the planning of the care provided.

The Service issues a copy of Aims and Objectives to all service users, carers, and staff.

The systems in place to promote participation noted at Quality Theme 1 Statement 1 are also relevant to this quality statement, including the use of a service user and carer questionnaire on the quality of the service provided.

Service Users and Carers were also encouraged to comment on the quality of the service during routine monitoring visits and review meetings.

In addition the services quality assurance processes also included:

- spot checks, and supervision of staff
- regular and on-going contact
- questionnaires including other health care professionals
- internal audits including accidents and incidents and on call reports

All service users and staff were made aware how to make a complaint, either directly to the service or to the Care Inspectorate.

The service had membership of the United Kingdom Homecare Association Limited. Included in their introductory pack was the UKHCA "Choosing Care at Home", which lists Advocacy Services that can be contacted if required.

The service also had a very good website which allowed people to make comment on the quality of the service.



### **Areas for improvement**

The service should continue to build on current practice.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### 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

### 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 Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 4	6 - Excellent

## 6 Inspection and grading history

Date	Type	Gradings
31 Mar 2014	Unannounced	Care and support 6 - Excellent Staffing 5 - Very Good Management and Leadership 6 - Excellent
14 Feb 2013	Unannounced	Care and support 5 - Very Good Staffing 4 - Good Management and Leadership 6 - Excellent
20 May 2010	Announced	Care and support 5 - Very Good Staffing 4 - Good Management and Leadership Not Assessed

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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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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