

Carers Direct Ltd Support Service

31 James Street
Helensburgh
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Telephone: 01436 671 389

Type of inspection:

Unannounced

Completed on:

26 November 2019

Service provided by:

Carers Direct Limited

Service provider number:

SP2004004444

Service no:

CS2004076349

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

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

Carers Direct Limited provides a Care at Home service to adults and older people living in their own homes. The main company office is located in Helensburgh, with smaller offices in Oban and Campbeltown. The service operates mainly within Argyll and Bute including the areas of Helensburgh, Oban, Campbeltown, Taynuilt, Dalmally and Inveraray. Services are also provided in some areas of West Dunbartonshire.

The service aims to:

"Deliver care and support services that assist people with a range of needs to live at home and participate in the community as independently as possible".

At the time of the inspection, 136 people were using the service.

What people told us

Prior to visiting the service, we sent 40 Care Inspectorate questionnaires to people using the service and their relatives, 15 of which were returned completed. During the inspection we spoke with 10 people using the service and two carers. An inspection volunteer spoke on the phone with a further 10 people. Some of the comments we received included:

"I have zero concerns about the carers. All wonderful".

"Carers need more time".

"Generally on time and take time to have a chat".

"We both feel that not only do Carers Direct provide an excellent service, they are all so cheery and nice, we really look forward to their visits. The service has made a great difference to our lives".

"The service provided is excellent and the respect and care given to mum is second to none. As a family we are confident mum is being well cared for and have no worried with regards to her day to day care and wellbeing."

Self assessment

A self-assessment was not requested prior to the inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	4 - Good

Quality of management and leadership

not assessed

What the service does well

People continued to experience good care and support delivered by a responsive and motivated management and staff team.

People felt valued and respected by the caring and enthusiastic staff who supported them. We observed staff promoting people's independence by offering choice regarding their daily routines. People we spoke with described staff as considerate and helpful. One person told us: "It's the wee things and staff are very good at recognising that". Another person described staff as "Superb" and told us how attentive staff were to their needs.

Collaborative working was a service strength, particularly where palliative care was required. When one person's health deteriorated, we saw how regular contact with family, medical and social work services ensured their needs were met. Another person described how staff's input and quick response led to effective medical treatment for their relative. This demonstrated how people received the right care at the right time to support their wellbeing.

Regular supervision provided opportunities for staff to reflect on their practice in relation to the Health and Social Care Standards. This afforded clarity in their role and assisted staff to support people in an outcome-focused way. Staff felt well supported and team meetings enabled them to discuss their experiences and share their learning and understanding with their colleagues. People told us of their confidence in staff's knowledge and ability to support them appropriately.

Staff development was a priority for the service and opportunities for staff to undertake relevant qualifications were promoted. This contributed to the overall service aim of providing a well-trained work force, that strived to provide high-quality care to the people it supported.

What the service could do better

Several people commented on how staff shortages had led to changes within their core staff team. The manager acknowledged difficulties with recruitment in some areas of the service which had impacted on consistency of staff. We were assured this was something the service was working hard to address to ensure continuity of care and support for people.

Care plans were not always updated where required. For example, sampled plans in people's homes did not always reflect their current needs and had not been updated following an increase or change to their care and support. People's plans should be regularly updated and at a minimum of every six months in line with six-monthly reviews. This would demonstrate how people's care adapted when their needs, decisions or choices changed.

Similarly, some risk-assessments looked at had not been reviewed or updated to reflect people's changing needs. Risk assessments are important in ensuring the health and safety of people who use the service and the staff supporting them. We discussed with the manager how risk-assessments should also be reviewed and updated in line with six-monthly reviews, or when changes in people's needs arose. Risk assessments would also benefit from being more individualised. A strengths-based approach would be beneficial in further promoting people's independence and wellbeing.

All staff undertook theory-based moving & assisting training and watched a DVD to observe safe moving & assisting techniques. However, staff did not then have the opportunity to practice these techniques or have their competency assessed prior to supporting people with the use of a hoist or other aids. These aspects should be in place for all staff providing this type of support. This would further assist in ensuring the delivery of safe care and support to people (see recommendation 1).

Whilst we noted staff supervision took place regularly, it was not clear how the service assessed the competency of new staff. For example, sampled files did not always demonstrate what observations took place to verify staff practice was of a safe and competent standard. Implementing a clear system of how new staff's competency is verified would further increase people's confidence in a well-trained staff team.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To minimise risk and ensure people's safety, all staff should receive practical training in moving and assisting prior to the provision of support requiring the use of a hoist or lifting equipment. This ensures care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. (HSCS 3.14)

I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty. (HSCS 3.19)

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The provider should ensure it operates in line with all applicable legal requirements and best practice guidelines around the recruitment and selection of its staff.

This ensures care and support is consistent with the Health and Social Care standards which state that:

I am confident that people who support and care for me have been appropriately and safely recruited (HSCS 4.24)

This recommendation was made on 8 December 2017.

Action taken on previous recommendation

As far as was reasonably practicable, the service was implementing appropriate checks to verify the suitability of references provided for people recruited outwith the UK. This recommendation has been met.

Inspection and grading history

Date	Type	Gradings
23 Jan 2019	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
30 Nov 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
12 Oct 2016	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed
8 Oct 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	5 - Very good
4 Mar 2015	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	6 - Excellent
31 Mar 2014	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	6 - Excellent
14 Feb 2013	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	6 - Excellent
20 May 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
29 May 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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