

Care service inspection report

Angus Council Personal Care and Community Alarm Service

Support Service Care at Home

2 Strang Street

Forfar

DD8 2HR

Telephone: 01307 462407

Inspected by: Timothy Taylor

Type of inspection: Announced (Short Notice)

Inspection completed on: 19 July 2013



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Service provided by:

Angus Council

Service provider number:

SP2003000043

Care service number:

CS2004079355

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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	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	4	Good

What the service does well

This service provided a highly trained, skilled and confident workforce. This translated into high levels of service user satisfaction with the care they receive.

What the service could do better

This was a large and complex service with several different functions. There was some discussion with managers about a strategic overview. The service needed more clarity in relation to aims and objectives for improvement.

What the service has done since the last inspection

The service has recently recruited new staff after a period of not being able to do so. The service is rolling out the Ezi-tracker system for staff to log in and out of people's houses as they move around in their jobs.

Conclusion

This was a high quality service that produced a high level of customer satisfaction. Some recommendations have been identified in this report; these were seen as ways of improving an already good service.

Who did this inspection

Timothy Taylor

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com. This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

The history of grades which services have been awarded is available on our website. You can find the most up-to-date grades for this service by visiting our website, by calling us on 0845 600 9527 or visiting one of our offices.

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."

The Mainstream part of this service provides personal care and support to people in their own homes on a regular day to day basis. The Community Alarm part of the service provides 24 hour cover for people at home who may need support on an emergency basis and The Early Supported Discharge/Prevention of Admission team provides support in the home to prevent admission to hospital and to support people on discharge from hospital. The newly developed Enablement teams work with people on time limited contracts to help them be as independent as possible in their own homes. The service also provides short breaks to allow respite for carers. The service covers the whole of the Angus area and is open to people of any age.

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

Quality of Care and Support - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 4 - Good

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

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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 after an announced inspection which took place on 16 - 19 July 2013.

As requested by us, the service sent us an annual return. The Care Inspectorate wrote to the service to request completion of the self assessment form which was duly completed.

300 questionnaires were sent to the service to distribute to service users and staff - 114 were returned.

In this inspection we gathered evidence from the following sources:-

- Interviews with 17 staff
- Interviews with 11 service users
- Interviews with manager and senior staff
- Inspection of personal plans
- Inspection of records
- Inspection of policies and procedures
- Observation of staff practice.

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

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

The service has addressed all previous recommendations. It now has recognisable personal plans for community alarm users. It had increased recruitment in the service which should have an impact on response times regarding community alarms. It has a complaints procedure which complies with regulations.

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 an extensively detailed and fully completed self assessment document from the service provider. We were very impressed with the way this had been completed and with the information they had provided under each theme that we were inspecting.

Taking the views of people using the care service into account

Eleven service users or their carers were interviewed during this inspection and 40 care service questionnaires with written comments by service users or their carers were analysed. Both indicated that there was a very high level of satisfaction with the support received. Some detected that staff were sometimes under pressure to go to the next appointment. Here are some of the comments they made:-

- "All the staff are polite and friendly."
- "They treat me with respect and use the name I like to be called."
- "The staff are usually on time but if they are going to be late they ring me. I understand some people need extra time, as I do sometimes."

- "The staff are well chosen - they can't do enough for you."
- "Excellent staff good at moving and handling me."
- "They make me feel comfortable using a care service."
- "I know the team leader and if I had a complaint I would talk to her in the first instance."
- "Staff are all very caring and kind."
- "Ten out of ten."
- "Sometimes the staff appeared to be under pressure to get to the next patient on time. Perhaps there are not enough staff to go around - if there are more patients that usual. Those I saw were always pleasant willing and kind. They were always considerate and tactful in the work they did."
- "The care service has been wonderful. I just have to ask them to do something and it was done without hesitation. I am getting back to my old self again thanks to the care team."
- "Since recently bereaved I have found this daily contact helpful and necessary."

Taking carers' views into account

See above section which incorporates carers' responses.

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: 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

This service provides a very good level of participation for service users who were routinely involved in assessing and improving care and support within the setting. Here are some of the service's strengths in this area:-

- The service had a participation strategy for homecare services which emphasised gathering views from staff, service users and other stakeholders. In interview, staff confirmed that their ideas were welcomed at team meetings and used to improve the service.
- The service has used focus groups to look at its provisions and improve them.
- The complaints procedure was well publicised and service users have made use of this for individual issues. Complaints had been recorded and used to inform service development.
- The service issued their own service questionnaire as well as a corporate questionnaire from Angus Council across all service sectors. Responses were noted by management and improvements made.
- The wider service (community care) now has its own research and information officer who analyses feedback from service users and puts forward ways to improve provisions at a whole service level which included this service.
- Service users confirmed at interview that there were reviews of their personal plans at which they could have their say in their own care.
- Service users who were interviewed confirmed that the service listened to any issues they raised on an informal basis and were good at finding solutions. They felt they had a good working relationship with team leaders.

We were impressed with the way this service gave service users and other stakeholders a variety of forums for giving feedback on the service. This meant that service users felt comfortable with the service being delivered and confident that they would be listened to if they wanted any changes.

Areas for improvement

The service confirmed that service user consultation meetings had not happened recently. These are valuable for gathering views and the service should ensure they happen more often.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

The service had a very good level of care provision for service users. We were impressed with the way this large service received high levels of satisfaction from service users. Here are some examples of the strengths:-

- In the field of community care this service provided a breadth of provisions that cover what people need in order to remain safely at home. It might be support to get back on one's feet after some time in hospital or the safety provided by having a community alarm system fitted in the home.
- Service users commented on how staff were good at supporting them in their given task, this might be assistance with showering, accessing toilet facilities or encouraging them to re-use skills they had lost due to illness. Staff were seen as good at their job, professional in the use of moving and handling techniques and at helping people to become as independent as possible.
- The care plans that were inspected reflected the identified needs of the people the service was caring for. Inspection of case notes showed many incidences of external health professionals being informed where workers identified a need beyond their given remit. Service users acknowledged that staff would not leave them if they were needing support and would call for health intervention on their behalf if they needed it.
- People who had benefitted from intervention from the enablement and ESD (early supported discharge) teams confirmed that they had been supported until they could cope on their own.
- The service works in an effective integrated way with district nursing, GPs and other community health professionals. Staff assist and enable users to access health care.
- The service keeps abreast of the developments in community care and incorporates them into its provision. A good recent example of this is the increased use of technology to keep people safe in their homes. Service users can access systems to alert staff when someone leaves their house or does not return.

It was clear that this service was committed to ensuring that service users in the community were enabled to live as independent a life as possible. We were impressed with the attention to detail made by staff in their efforts to explore and support service users' abilities and potential.

Areas for improvement

Although reported outcomes were very positive, it was noted that in the mainstream part of the service, support plans would benefit from some further development. These plans need to record that they are regularly confirmed as being up-to-date. (A monthly confirmation record by keyworkers to show that even when a plan has not changed someone has checked and signed it). These plans need to be more individualised, detailed and more condensed. The plans should reflect the needs of that person in enough detail that a new worker would know the care required. They should not contain unnecessary information on, say, communication if communication is not an identified need.

See recommendation 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Mainstream support plans should be developed so they are more detailed, individualised, condensed and visibly up-to-date.
See NCS 3 Care at Home - Your Personal Plan
You can be confident that the service will meet your care needs and personal preferences. Staff will develop with you a personal plan that details your needs and preferences and sets out how they will be met, in a way that you find acceptable.

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

This service provides a very good level of participation for service users who were routinely involved in assessing and improving care and support within the setting. Here are some of the services strengths in this area:-

- The service had a participation strategy for homecare services which emphasised gathering views from staff, service users and other stakeholders. In interview, staff confirmed that their ideas were welcomed at team meetings and used to improve the service.
- The complaints procedure was well publicised and service users have made use of this for individual issues. Complaints had been recorded and used to inform service development.
- The service issued their own service questionnaire as well as a corporate questionnaire from Angus Council across all service sectors. Responses were noted by management and improvements made.
- The wider service (community care) now has its own research and information officer who analyses feedback from service users and puts forward ways to improve provisions.
- Service users confirmed at interview that there were reviews of their personal plans at which they could have their say in their own care.
- Service users who were interviewed confirmed that the service listened to any issues they raised on an informal basis and were good at finding solutions. It was noted that many service users knew who the team leader was and found their way of doing some care work, as well as their managerial work, meant they knew who to speak with when they had concerns.

We were impressed with the way this service gave service users and other stakeholders a variety of forums for giving feedback on the service. This meant that service users felt comfortable with the service being delivered and confident that they would be listened to if they wanted any changes.

Areas for improvement

The service confirmed that service user consultation meetings had not happened recently. These are valuable for gathering views and the service should ensure they happen more often.

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

We were very impressed with the high level of knowledge and professionalism of the workforce at this service. Here are some of their strengths:-

- Staff at the service had a high level of training. Training records and staff interviews confirmed that all staff had been through an induction programme when they began work and that this included core training such as moving and handling, adult protection and infection control. Staff also received training that they had identified as being useful for them such as palliative care training, dementia, drug and alcohol. The service also provided vocational awards such as SVQ. Staff interviewed felt that if they identified a training need it would be addressed if it benefited their work role. One worker being interviewed said that because they worked closely with the NHS locally, if they needed training on a particular illness or syndrome there were always expert nurses who would come and give them a talk on the subject.
- Extensive interviews with staff showed that they were all aware of the National Care Standards and could apply them to their work role. All spoken with confirmed they had been given SSSC codes of practice. It was clear from supervision records that the service was active in tackling practice that did not meet expected standards. The service had a comprehensive set of policies and procedures which laid out expectations of good practice for staff.
- Staff all stated that they felt they were supported to do their job and their ideas were valued by management. All felt they were part of a team that was supportive. They felt they had the proper equipment to carry out care tasks and enough time to do their allotted jobs. There was enough time for handover of information when they came on shift and there were team meetings. Service users and carers who were interviewed were also very enthusiastic about the staff and highlighted their sensitivity, support, friendliness and flexibility.
- All staff confirmed they got regular supervision at which they could discuss their ideas, their performance and the people they cared for. Annual appraisal also took place.

It is clear that the service values its staff and supports them in a way that ensures they are confident, safe and enthusiastic about the work they do. This means that service users will benefit in that they receive high quality care and support.

Areas for improvement

Discussion with staff highlighted that a few were waiting to begin their SVQ assessment and that some staff in mainstream were feeling rushed due to travelling time between appointments being tight. This was passed on to management who acknowledged these issues as areas for improvement.

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: 4 - Good

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

This service provides a very good level of participation for service users who were routinely involved in assessing and improving care and support within the setting. Here are some of the services strengths in this area:-

- The service had a participation strategy for homecare services which emphasised gathering views from staff, service users and other stakeholders. In interview, staff confirmed that their ideas were welcomed at team meetings and used to improve the service.
- The service has used focus groups to look at its provisions and improve them.
- The complaints procedure was well publicised and service users have made use of this for individual issues. Complaints had been recorded and used to inform service development.
- The service issued their own service questionnaire as well as a corporate questionnaire from Angus Council across all service sectors. Responses were noted by management and improvements made.
- The wider service (community care) now has its own research and information officer who analyses feedback from service users and puts forward ways to improve provisions.
- Service users confirmed at interview that there were reviews of their personal plans at which they could have their say in their own care.
- Service users who were interviewed confirmed that the service listened to any issues they raised on an informal basis and were good at finding solutions. It was noted that many service users knew who the team leader was and found their way of doing some care work, as well as their managerial work, meant they knew who to speak with when they had concerns.

We were impressed with the way this service gave service users and other stakeholders a variety of forums for giving feedback on the service. This meant that service users felt comfortable with the service being delivered and confident that they would be listened to if they wanted any changes.

Areas for improvement

The service confirmed that service user consultation meetings had not happened recently. These are valuable for gathering views and the service should ensure they happen more often.

Grade awarded for this statement: 5 - Very Good

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

The service had a very good quality assurance system supported by its external provider and from within the service itself. Here are some of the strengths identified:-

- It is clear that the health and wellbeing of service users was at the core of what this service does with its person centred and detailed approach. (The information for this can be found in Quality Theme 1 statement 3).
- The service had a high level of participation whereby service users, staff and other stakeholders can have an input into what the service delivers. (The information for this can be found in Quality Theme 1 statement 1).
- The service had effective systems in place to support staff, to develop their skills via training and supervision - they also involve staff in developing the service. (The information for this can be found in Quality Theme 3 statement 3).
- The service has an active work-shadowing policy whereby staff can gain insight into what other parts of the service do via shadowing. This increases staff awareness of each other's roles and improved knowledge can improve the service. There was also evidence of managers observing staff while they were at work to ensure their quality.
- Senior managers attend locality meetings with other managers involved in community care with Angus Council. The Council provides the support of human resources, staff development and training calendars for staff in the service.

It was clear that the service was concerned to ensure that its quality was high and that the service was as efficient as possible. Outcomes for service users of this approach meant that quality care was provided to them.

Areas for improvement

In interviews with staff from the community alarm section, it became clear that they were feeling unsure when dealing with service users who may present challenges because they were aggressive or sometimes violent. This was looked into by the inspection team who discovered that although such service users did have risk assessments done, which included protocols for staff in dealing with them, the response teams did not always know where to find them. Response staff also felt that they did not know what outcomes could be expected as a result of completing incident reports.

The managers within the service should ensure that staff in the reponse teams are aware of all risk assessments related to challenging service users and the protocols to follow as well as what to expect when they complete an incident record (HS10). See recommendation 1.

It was noted that the service would benefit from an integrated system for monitoring and promoting improvement.

The service should develop an ongoing or annual improvement plan to ensure that it has an overview of how the service is going to improve. This should outline aims and objectives for improvement. See recommendation 2.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The managers within the service should ensure that staff in the reponse teams are aware of all risk assessments related to challenging service users and the protocols to follow as well as what to expect when they complete an incident record (HS10). See NCS 4 Care at Home - Management and Staffing: 1 You can be assured that the provider has policies and procedures which cover all legal requirements, including: - managing risk;
2. The service should ensure they have an annual (or ongoing) service plan outlining aims and objectives for improving the service. This plan should take an overview of service user views, staff development and any other identified objectives for the service.
NCS 4 Care at Home - Management and Staffing: 5 You are confident that the provider monitors all aspects of the service, especially its quality.

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

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 4 - Good	
Statement 1	5 - Very Good
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings	
13 Jun 2012	Announced (Short Notice)	Care and support	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
21 Dec 2010	Announced	Care and support	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	5 - Very Good
10 Feb 2010	Announced	Care and support	6 - Excellent
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
24 Mar 2009	Announced	Care and support	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good

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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ہے بایتسرد می ونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

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本出版品有其他格式和其他語言備索。

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