

North Ayrshire Council - Irvine, Garnock Valley and Community Alarm Housing Support Service

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Service provided by:
North Ayrshire Council

Service provider number:
SP2003003327

Care service number:
CS2008192553

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

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

North Ayrshire Council's Care at Home Service has two combined (Housing Support and Care at Home) separately registered services as follows;

- North Ayrshire Council Irvine, Garnock Valley and Community Alarm Care at Home Service.
- North Ayrshire Council Three Towns, North Coast and Arran Care at Home Service.

This inspection report reflects our findings for the North Ayrshire Council Irvine, Garnock Valley and Community Alarm Care at Home Service.

The service supports a wide range of people including older people, families, some with children and people with disabilities of all ages.

The care at home service for North Ayrshire Council operates from a central base in Irvine, Ayrshire. Initial assessments and subsequent reviews of individual service user's care can be carried out by a care manager / social worker or care at home manager. The care at home managers are also responsible for a team of care at home assistants, senior care at home assistants and the management of individual's care at home packages of care.

What people told us

We asked the provider to distribute 200 Care Inspectorate Questionnaires to service users and/or relatives. Of these we received 48 completed by service users and 30 by relatives/carers

The majority of the questions asked in the questionnaires were responded to positively with service users 'Strongly Agreeing' or 'Agreeing' to the statements in the questionnaire. This included statements about care planning, reviews, the level of service user consultation, their views on staff training, skills, competency and reliability, the continuity of service and an overall evaluation of the quality of the service they received.

Service users were very complimentary about their 'regular carers' and the quality of care they provided. As found in previous inspections some of the service users voiced disappointment on the number of carers who could be sent to their home to provide support if one of their regular carers went of sick and especially of this absence continued. We were told that this was less of an issue at the time of planned holidays but there were a few reports where multiple carers visiting did occur. There were no missed visits reported. Some service users felt that staff did not have enough time allocated to complete the care tasks they required.

We saw that when asked to comment on the statement 'Overall, I am happy with the quality of care and support this service gives me' that 25 service users 'Strongly Agreed' with this statement and 19 'Agreed', one 'Disagreed' and three service users did not respond to this question.

Some service users who responded 'Disagreed' with the statements as follows; 1 relating to having a personal

plan, 2 that their needs and preferences were noted in their personal plan, 3 that the service checked on them regularly, 1 service users 'Strongly Disagreed' with this statement, 5 that staff had enough time to carry out the tasks and 1 'Strongly Disagreed, 4 said they did not know the names of the people supporting them, 9 said they 'Disagreed' that the service asked them how they could improve, 11 'Disagreed' that they knew the service complaints procedure 17 said they did not know how to make a complaint to the Care Inspectorate.

Comments in questionnaires were as follows:

'I am happy with the care and support'.

'I have a competent team that visit my home. Overall they are very caring to my needs and dignity. Due to short term memory loss I couldn't give their names even though they wear badges. On the days that I struggle they are very understanding and do not judge my disability'.

'Very satisfied with everybody'.

'Overall my service is great, but my lunch and tea visits are 15 minutes and that is so little time to make a balanced meal as required from my GP and community nurse to keep me healthy and promote the healing process that I need at the present time i.e I have bedsores/pressure sores'.

'Every aspect of care is to my satisfaction'.

'I don't think it is fair that changes to my team are made without me being told'.

'My carers treat me with dignity and understanding and are chatty and put me at my ease'.

'My carers are great but have so little time to do what I need. I have 15 minutes for a meal at lunch and tea time it is just a rush and make me feel stressed'.

'There have been a lot of changes with care staff recently due to various circumstances which is disconcerting at times and confusing for the carers. It would be nice to have the same team regularly'.

'I have had so many changes I tried to speak to someone in the office about it but they never call me back'.

'I sometimes feel rushed with not enough time, but the girls have so much to do'.

'I am very happy with the service I receive from carers from North Ayrshire Council'.

'All good'.

'I am happy with the service I receive and love the staff who come in. They are all lovely, friendly and helpful'.

'It would be good if carers had more time'.

'Without the help I and my husband received after my operation and many months in hospital we don't know how we would have managed. All the staff are to be congratulated for all the work they do I am much better now because of all the help and kindness from all who came into my home. Thank you all'.

'The service is wonderful but sickness and holiday cover brings a lot of people I don't know I feel the number of strangers could be managed better'.

'Staff attending do an excellent job. I have no complaints'.

We visited seven service users at home, five of whom accompanied by a Care at home manager. The service users we spoke with were satisfied with the quality of care provided. They told us that the service was reliable, that there had been no missed visits. They told us that staff were respectful and polite at all times. They were very complimentary about the staff who provided their support. With service users permission we looked at their Personal Record of Care, the quality Pen Pictures, risk assessments and records of each visit. Some Pen Pictures required further improvement and we have referred to this in the body of this report.

We spoke with 4 service users in one of the Councils' Day Care Services who received Care at Home Services from North Ayrshire Council. Their responses were also very positive about the individual staff providing the support. We continued to be told about the very positive experiences people had of the service and were told about the good relationships built with staff over time. Service users had great confidence in the service provided and in the skills and experience of the staff.

We spoke with 11 service users over the telephone. They were generally happy with the quality of the service provided. They told us that the service was very reliable and that they had never had a missed visit. Two of the service users told us that the service was not 'so good' at times when any of their regular carers were off sick and at holiday times but this was more an 'inconvenience' rather than a 'big problem'. Three of the service users told us that they felt they could be 'a bit rushed at times' and felt that staff didn't have enough time to carry out the tasks required at a pace that supported them. They told us that they understood that the carers were very busy and some days things had to be left undone because the carer had been given 'extra jobs to do'.

We received 30 Care Inspectorate questionnaires completed by relatives.

As with the service users responses the majority of the questions asked were responded to positively 'Strongly Agreeing' or 'Agreeing' to the statements in the questionnaire which also included statements about care planning, reviews, the level of service user consultation, their views on staff training, skills, competency and reliability, the continuity of service and an overall evaluation of the quality of the service they received.

We saw that when asked to comment on the statement 'Overall, I am happy with the quality of care and support this service gives me' that 19 relatives 'Strongly Agreed' with this statement and 11 'Agreed'.

Some relatives 'Strongly Disagreed' or 'Disagreed' with the following statements;

Three 'Disagreed' that there was a personal plan in place, relating to having a personal plan, 2 'Disagreed' and 1 'Strongly Disagreed' that the service user's needs and preferences were noted in their personal plan, 3 that the service checked on the service user regularly to ensure their needs were being met, 4 that staff had enough time to carry out the tasks and 2 'Strongly Disagreed, 2 said they did not know the names of the people supporting their relative, 4 'Disagreed' that the service asked them how they could improve and 1 'Strongly Disagreed', 8 Disagreed that they knew the service complaints procedure and 3 said they did not know how to make a complaint to the CI

The following additional comments were made by relatives in questionnaires;

One carer referred to the agreement to be given extra visits to help him care for his wife and for the times of the visits to be changed. These had not been implemented. With his permission we passed his details to senior managers from the service.

'The care package provided is on the whole very good. Problems arise when staff are ill or on holiday. I have made complaints in the past regarding this issue and although they are addressed at that instance the next time holidays/absence occur we find the same issues arise again'.

'Sometimes they don't follow instructions left in the book by family members otherwise pretty good. They are occasionally in a hurry to get to the next appointment'.

'The tasks just can't be done in the time given (15mins) no point in phoning to complain they never call you back'.

'I do feel the time is very limited and does not allow for extra issues that arise. I am happy with the regular carers and if there are changes due to sickness or holidays at least one of the two carers that attend will know my mother and can take the lead in the way I like her care provided as my mother requires routines and some moving and handling and the use of various continence and moving equipment. Anytime I have a problem I have phoned the manager and issues have been resolved. I am happy with the service'.

'My dad has two regular carers who due to staffing shortages are often put on other rotas to cover. In their place dad then has carers who are not visiting regularly and with whom he is unfamiliar. These are sometimes people he has never met before and given his condition (dementia) he finds this unsettling and he can become agitated. I fully appreciate the difficulties with staffing but obviously my concern is my father's wellbeing. His two regular carers are great and he does know them well and knows them by name. They are also familiar with his needs/ routine. I would stress that I am not raising this as a complaint as the service on the whole is a godsend'.

'The time is far too short to do what is needed. When I phone to complain, which is not easy to get through, I am told it is the care manager who needs to make changes to the care package but dad does not have a care manager so nothing is done'.

'Carers are very thinly stretched, are stressed, especially as they feel they require more time with some clients but it doesn't matter how much they tell managers this does not happen'.

'Excellent service provided to my mum I have confidence in the staff involved and know they will contact me if they are concerned about my mum'.

'Continuity of staff is very important allows staff to build relationship with the client. Allows the client to build relationship with their carers and all round service is satisfactory. Carers become like family they are dealing with our nearest and dearest supporting their needs in a dignified and respectful manner'.

'We have not concerns about the service (name) gets.'

'Its very tight to do what is needed in the time given and even worse where there is holiday or sickness cover'.

'The carers only have 30 minutes to prepare my mother's evening meal and clean up afterwards. The meals have to be ready for eating and the girls do not have the to cook from scratch'.

'The cares are very good and we get to know them and get into a routine and then it is changed. Why can't manager have the decency to phone and let us know when there are changes to the rota so we can put our case forward'.

'My father has carers calling three times a day. They all treat him with great care compassion and respect. My father has had an emotional year and the carers have eased his worries on a daily basis. As my father lives a

great distance from his other family members he has come to rely on his carers and we as a family are very reassured that they do a fantastic job'

'So far so good results have been good and meeting my aims and objectives in getting (name) familiar with social services'.

We spoke with seven relatives by telephone. They spoke positively about the quality of service provided by carers and 'regular carers and told us they had great confidence in their skills and professionalism. Three relatives spoke about the pressure the care staff were under and how they were constantly being asked to 'do extra'. They felt this compromised the care provided to their loved ones which was already 'tight'. They talked about how the service was a great help to them and how they could not continue in their caring role without the service support. Five relatives told us that when there had been small issue regarding care they had contacted the local manager and this had been resolved.

Self assessment

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

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

The provider continued to develop the participation strategy and encourage service users and relatives to express their views of the service and how it could be improved.

Service user care reviews took place at least 6 monthly.

A recommendation had been made relating to the provision of a Written Agreement which had been met. We saw that some service users had been consulted about the content of the new Written Agreement, a copy of which was now in service users' Personal Records of Care held in their own homes.

The service recorded each individual's support needs in a 'Pen Picture' which outlined the support that individuals required during each visit by care at home staff and how this support should be provided.

There were comprehensive policies and procedures to support individuals with their medication. This included, ordering, storage, administering and returns. We found the records to be well maintained. There were good systems in place to audit medication records and practices and where any errors were identified these were investigated and appropriate risk reduction measures taken.

The provider continued to develop and improve the CM2000 Electronic Care Monitoring System. This system allowed care staff to report 'on duty' from each service users' home and alerted the provider in the event of a

carer being late for a support visit and allowed measures to be taken to ensure that service users' received the care and support required.

The service had a robust staff recruitment process which was consistently followed. The provider had a specific Learning and Development Plan for care at home staff, including managers. Staff had completed training relevant to their role. Staff told us they could request training linked to individual service users' need. The previous recommendation relating to staff training records and how staff training was evidenced had been met.

The provider had a staff supervision policy and a policy of annual Professional and Personal Development Plans (PPDs) which was followed and recorded appropriately.

Staff had the opportunity to meet with their local teams at least 4 times per year. Staff told us that managers operated an 'open door policy' and that there was good management support 24 hours over 7 days.

What the service could do better

Although the recommendation relating to service users' involvement in developing the new Written Agreement had been met there was a need to ensure there was more involvement of service users and/or relatives on the detail of the agreement relating to the type and level of support required. We acknowledge that initial assessments to regarding the level of support required are mainly completed by care managers. However, the service should have a system of evidencing consultation with service users regarding the number and duration of support visits provided. (recommendation 1)

A previous recommendation had been made regarding the quality of information in Pen Pictures. We saw that some improvements had been made. Pen Pictures were now graded to indicate the level of need and dependency of service users. Pen Pictures for people with greater levels of need generally contained more information and direction to staff on how service users' needs should be met. However, we saw some Pen Pictures with very limited information and considered more improvements were required to meet this recommendation. (see recommendation 2)

We had been given examples by service users and relatives, and saw in Pen Pictures that 15 minute visits had been allocated to service users who required care staff to carryout personal care tasks and/or prepare meals. We saw other examples of similar tasks being required and longer duration of visits being allocated. The provider should review the times allocated to service users to ensure the duration of visits are appropriate to meet the needs of service users. (recommendation 3)

The provider had made good improvements to the induction process for Care at Home Staff. However, at the time of this inspection this had not been fully implemented. The new induction procedure included the need to complete reflective learning accounts. We asked the provider to reconsider when in the process these would be completed. We look forward to seeing the new induction process embedded into practice at the next inspection.

We noted that a significant number of Care at Home staff had not completed training in Food Hygiene/Food Safety or Infection Control. The provider should ensure that staff are provided with this training which is essential to their role. (recommendation 4)

We made a recommendation in the last inspection report relating to dementia training for staff. Limited progress had been made to meet this recommendation and it is therefore repeated. (recommendation 5)

Managers in the service were registered with the Scottish Social Services Council (SSSC). However, we asked the service to make contact with the SSSC and provide details of the Senior Personal Carer's remit and job description for guidance on which part of the register they should be included and any qualifications required. (recommendation 6)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 6

1. The provider should ensure that the Written Agreement has evidence of consultation with service users and/or relatives regarding the number and duration of support visits required. National Care Standards Care at Home, Standard 2: Written Agreement.
2. The provider should ensure that the quality of Pen Pictures are improved to reflect individual's care needs and offer clear direction to staff on the level of support required taking into account the preferences of service users. National Care Standards Care at Home, Standard 3 - Your Personal Plan.
3. The provider should review the times allocated to service users to ensure the duration of visits are appropriate to meet the needs of service users. National Care Standards Care at Home, Standard 3 - Your Personal Plan.
4. The provider should ensure that staff are complete training in Food Hygiene/Food Safety and infection Control. National Care Standards, Support Services Care at Home, Standard 5 Management and Staffing Arrangements.
5. The provider should ensure that care at home staff complete dementia training with learning out comes linked to the promoting Excellence Framework to at least Skilled Level as part of the Governments Dementia Strategy. National Care Standards, Support Services Care at Home, Standard 5 Management and Staffing Arrangements.
6. The provider to make contact with the SSSC and provide details of the Senior Personal Carer's remit and job description for guidance on which part of the register they should be included and any qualifications required. National Care Standards, Support Services Care at Home, Standard 5 Management and Staffing Arrangements.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

Date	Type	Gradings	
30 Mar 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good
18 Mar 2015	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
27 Feb 2014	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
29 Jan 2013	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
11 Nov 2011	Announced (short notice)	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
3 Sep 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
22 Oct 2009	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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