

## Premier Healthcare Support Service

13 West King Street  
(1 up right)  
Helensburgh  
G84 8UN

Telephone: 01436 674477

Type of inspection: Unannounced  
Inspection completed on: 3 February 2017

**Service provided by:**  
Dorothy MacLeod trading as Premier  
Healthcare

**Service provider number:**  
SP2008009687

**Care service number:**  
CS2008173018

## 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](http://www.careinspectorate.com)

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

Premier Healthcare is a privately owned business offering care and support services, including assistance with personal care, to adults living in their own home within the Helensburgh area. The service operates over twenty-four hours, seven days per week.

The service's stated aim is:

"to help our clients stay at home and feel safe and supported for as long as possible"

## What people told us

Prior to the inspection we sent questionnaires to the manager to distribute to people using the service. We took account of twenty-six completed questionnaires returned to us, and we spoke with a further three people who use the service and two relatives during the inspection. Feedback was very positive about the quality of the service and the support provided by staff.

Comments included:

"staff are caring and polite"

"care could not be better"

"first-rate service"

"I am delighted with the care I receive"

"I am extremely happy with the support given to my mother by Premier Healthcare"

"the staff are well trained and particularly pleasant and helpful"

## Self assessment

We received a completed self-assessment from the manager and were satisfied with the way this was completed.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

## What the service does well

Comprehensive written information detailing the range of services and care options available is provided to people considering using the service, assisting them to make an informed choice about the type of support they receive. People spoke very positively about the good relationships they had developed with staff, describing how friendly, caring and supportive they were, and we found that staff knew individuals well, enabling them to meet people's needs in a responsive and personalised way.

Small core teams built around each person receiving support minimised the number of staff attending their home, providing greater continuity of care, and advance notice of staff rotas, notification of any changes to rotas, and regular contact from the service manager fostered people's view of a reliable and helpful service.

An ethos of working in partnership and involving people in the planning and reviewing of their care was evident throughout the inspection process. People we spoke with told us that staff and management frequently asked for their views about the support they receive and about how it could be improved.

Staff we spoke with told us they felt well supported and valued by the management team, and were positive about working for Premier Healthcare. We could see that some staff had undertaken care qualifications relevant to their role, with funding, additional time off, and greater flexibility in shift patterns being provided to enable them to complete these, evidencing the manager's commitment to the ongoing professional development of the staff team.

We received positive feedback from staff about the service's 'on-call' system as a useful support mechanism. The management team was available outwith normal working hours to provide advice and guidance to staff should they have any concerns about a person's health or well-being, further demonstrating the manager's commitment to supporting staff and to improving outcomes for people using the service.

## What the service could do better

We identified that people using the service felt included and involved in planning their care and support; however, review minutes and care plans did not always reflect this. Records should evidence what was discussed and agreed to during review meetings, and document that personal plans continue to meet people's needs.

We noted that the service's complaints policy and Adult Support and Protection (ASP) policy contained out of date contact information for the Care Inspectorate, and we could see that some of the content in the ASP policy did not reflect current best practice guidelines. We suggested that the manager implement a monitoring system whereby all service documentation, including care plans and client records, is audited on a regular basis to ensure content is accurate and up to date.

Analysis of feedback gained from the annual satisfaction survey should be recorded and an action plan developed detailing how the service will address any issues identified. This would provide an overview of work undertaken and outcomes achieved, and would enable the manager to focus on outcomes still to be attained.

The service's accident and incident log should include an analysis, evaluation and outcome for events recorded, in order to demonstrate how they have been managed and what action has been taken to prevent a recurrence. The Care Inspectorate should be notified about all accidents and incidents that meet our reporting criteria.

As part of the supervision process, staff should have the opportunity to reflect on their practice and on any training undertaken. This would enable them to consolidate their learning and to identify any gaps in their knowledge or any additional training requirements. This would also assist the manager to verify each staff member's competency in their assigned role.

Staff we spoke with were enthusiastic about training opportunities available to them; however, it was identified at the last inspection that staff should have access to robust medication training, and we could see that this had not been progressed. The manager advised us that suitable training had been identified but was still to be delivered (see Requirement 1). We provided the manager with information about the 'SafeMed' app available on the Care Inspectorate Hub.

One staff member we spoke had not undertaken ASP training, and two staff informed us they were not familiar with the service's ASP policy. ASP training should be available to all staff (see Requirement 1), and the manager should ensure that all staff are familiar with policies and procedures relevant to their role.

## Requirements

**Number of requirements:** 1

1. ASP training must be provided for all staff to ensure they have an understanding of, and can recognise, different forms of abuse, and know what action to take if they suspect that someone may be at risk of harm. Medication administration training must be provided to staff to ensure they are suitably qualified and competent in their role, in order to ensure the health, well-being and safety of people using the service.

This is to comply with SSI 2011/210 regulation 15(b)(i) Staffing.

Timescales:

- All staff to have completed ASP training by 31 August 2017
- All staff to have completed medication administration training (if relevant to their role) by 31 August 2017

## Recommendations

**Number of recommendations:** 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
18 Nov 2015	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 4 - Good 4 - Good
7 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
20 Nov 2013	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
8 Mar 2013	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
27 Apr 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
7 Apr 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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