

Premier Healthcare Support Service

102a West Princes Street
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Type of inspection: Unannounced
Inspection completed on: 20 December 2017

Service provided by:
Dorothy MacLeod trading as Premier
Healthcare

Service provider number:
SP2008009687

Care service number:
CS2008173018

About the service

Premier Healthcare provides care to adults, living in their own homes, in Helensburgh area. It is privately owned and managed.

Its aims and objectives include the following:

'Promoting independent living, working within the client's range of abilities and competencies;
Delivering care, in the client's home in a manner which is non-discriminatory, sensitive to the cultural needs of the client and respectful of their environment and traditions;
Providing a high-quality flexible, responsive and non-intrusive service that is tailored to the needs of the individual.'

It has been registered with the Care Inspectorate since April 2011 and was previously registered with the Care Commission.

What people told us

Generally, Premier Healthcare was highly regarded by service users and carers. Comments made included:

'This is a challenging family to be able to provide the constant care required; Premier Healthcare have made coping with this so much easier'

'My family and I are very satisfied with my care and all my carers. We have no complaints'

'All the carers were pleasant, friendly and helpful. If I have a need for carers in the future, I shall not hesitate to use their services.'

Self assessment

The Care Inspectorate has not asked for self-assessments in this inspection year.

From this inspection we graded this service as:

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

What the service does well

Individuals receiving support from Premier Healthcare were treated respectfully by staff. They were invited to guide staff about what support they required at the time of visits. Service users were comfortable with the staff they saw and knew how to contact the manager if necessary.

We saw examples of the service being flexible when required. This included providing additional care time for a service user who required it unexpectedly and being prepared to change days and times to cope with hospital appointments.

Carers were confident that their family members were being well looked after by the service and that they were involved in discussions around the support provided.

Support plans were well organised and informative about the individual and their support needs. Regular reviews took place to ensure the service continued to provide the most appropriate assistance. There was evidence of the service working closely with health staff and other care providers to provide consistent end of life care.

Staff were committed to their work. They knew what was expected of them when supporting individuals. This included their role in prompting with medication and safe moving and handling. They were confident about reporting any concerns and making suggestions to improve the service. This helped the service be confident that the kind of support they provided was appropriate, flexible and aimed at improving outcomes for individuals.

The service had refreshed its approach to training. This meant all staff were trained in essential areas like moving and handling, medications and adult protection.

New staff had benefitted from having an induction period which included appropriate training, observing experienced staff and being made aware of key policies and responsibilities. This approach resulted in recently appointed staff being confident and prepared for the work they were involved in.

Regular supervision of staff took place. This allowed for management and staff the opportunity to discuss the support provided to individuals, how well the supports are working and if there should be any adjustments made. This helps the service be assured that the supports are making a positive impact on the quality of life for the individuals.

What the service could do better

The service's medication policy had not been reviewed for some years. We felt it should be reviewed to ensure it is in keeping with the work of the service in supporting individuals with medication and that it reflects best practice. See Recommendation 1.

The service's recording of incidents and accidents could be improved. We think it should detail when lessons have been learned and could be used to guide staff on how to reduce avoidable incidents in the future.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Premier Healthcare's medication policy should be reviewed and updated to ensure it is appropriate for the service.

Complaints

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

Inspection and grading history

Date	Type	Gradings
3 Feb 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
18 Nov 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
7 Nov 2014	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
20 Nov 2013	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
8 Mar 2013	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
27 Apr 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
7 Apr 2009	Announced	Care and support 4 - Good

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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