

## Premier Healthcare Support Service

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Helensburgh  
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Telephone: 01436 674477

**Type of inspection:**

Unannounced

**Completed on:**

10 December 2018

**Service provided by:**

Dorothy MacLeod trading as Premier  
Healthcare

**Service provider number:**

SP2008009687

**Service no:**

CS2008173018

## About the service

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

Premier Healthcare is a care at home service. The service is a family run organisation which provides personal care and domestic support to a range of vulnerable adults living in the Helensburgh area. The service operates with a team of 35 staff from an office base in Helensburgh.

Premier Healthcare stated aims and objectives include: "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."

At the time of the inspection the service was supporting 69 people.

## What people told us

During this inspection, we met with and sought the views of five people who use the service and one relative. We also took into consideration the feedback within the 11 questionnaires that were returned to the Care Inspectorate. Comments included:

"Excellent service to both myself and my partner."

"I am very satisfied with the care I get."

"My loved one regards many of them as friends."

"My loved one really looks forward to her visits now, even though she was against them to begin with."

One person said that they were very impressed by Premier when I needed a lot of extra support at short notice after a fall.

Another person said that they have a very high regard for the caring ethos of the company and how the company is managed.

## Self assessment

We did not ask the provider to submit a self assessment prior to the inspection.

## 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

People experienced person centred support provided by a consistent staff team who knew people well. This contributed to people having a positive experience and very good outcomes. One person told us "I have been with Premier Healthcare for 14 years and fortunately I picked the right company for me. I couldn't do without them; I couldn't manage on my own at all now."

People experienced the benefit from support provided in their own home. This meant that they were very much involved in their local communities. We spoke to one person who received support for social activities. They said this part of the service was vital to them "it's great because I get to go out for the day."

People told us that the staff treated them with respect and dignity. They said that staff came on time and if there were any changes people were informed immediately. The service responded effectively to meet people's needs, for example, during extreme weather conditions. One person said, "during the bad snow staff still came, we only had one missed appointment."

People were very much involved in their care and support. For example, during reviews. This meant that people received the correct level of care they required in a responsive and person led way.

People had very good opportunities to put forward their views and opinions. For example, through questionnaires and feedback from home visits. We saw that the provider used the information collected to improve the service for individuals. People were satisfied with the action taken to improve the service.

The provider had supported staff to complete the SSSC registration process and secured SVQ placements. By doing this staff will be suitably qualified and registered within the current guidelines set out by the SSSC. This means that people will benefit from a qualified and registered workforce.

## What the service could do better

To improve how staff carry out safe medication practice and keep people safe the manager should update the medication policy and procedure to reflect best practice guidance. See recommendation 1.

We discussed with the manager the need to improve the recording of accidents and incidents to include more accurate details. The manager should ensure that appropriate actions are taken following any accident or incident. For example, staff supervision and reflection, training or development needs. This will help to support staff with their work and improve people's outcomes.

We signposted the manager to the guidance on notifications so that they were clear as to their responsibilities as to what needs to be reported. This is so that the Care Inspectorate can monitor that the manager is taking appropriate action to keep people safe.

The provider could improve quality assurance by implementing set roles and responsibilities for staff. This will allow them to monitor all quality assurance processes in a more meaningful way. This will help to support the provider to have robust quality assurance systems that safeguards people.

The service did not have a development plan. A development plan that includes all stakeholders would help the service to identify areas for improvement. In line with good practice, a development plan should include timescales for actions and evaluation.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. The provider should improve medication practice to ensure people are kept safe. To achieve this the following should be in place:

- Medication policy and procedure should be updated to reflect best practice.
- Staff should receive training to reflect best practice.
- Peoples support plans should clearly identify the level of support they need with their medication.

This ensures care and support is consistent with the Health and Social Care Standards, which state "I experience high quality care and support based on relevant evidence, guidance and best practice." (HSCS 4.11)

## 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
20 Dec 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
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

Date	Type	Gradings	
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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