

Premier Healthcare Support Service

102a West Princes Street
Helensburgh
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Telephone: 01436 674477

Type of inspection:

Unannounced

Completed on:

16 August 2019

Service provided by:

Dorothy MacLeod trading as Premier
Healthcare

Service provider number:

SP2008009687

Service no:

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

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 01 April 2001

Premier Health Care provides a care at home service to adults and older people living in their own homes. The company office is located in Helensburgh and services are mainly provided within the local area.

The service's stated aim is:

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

At the time of the inspection, 72 people were using the service.

What people told us

Prior to visiting the service, we sent 20 Care Inspectorate questionnaires to people using the service and their relatives, 17 of which were returned completed. During the inspection we spoke with 6 people using the service and 5 relatives. Some of the comments we received included:

"Staff are very reliable and considerate and experienced."

"Make good suggestions."

"Very kind and very respectful."

"Professional, caring and kind."

"They always come on time."

"Very happy with the friendly and respectful care we have had from all the staff."

"A very professional and caring service who deliver an excellent service."

Self assessment

The service was not asked to complete a self-assessment in advance of the inspection.

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

People experienced very good care and support provided by a motivated management and staff team. People's comments reflected their views of an approachable, compassionate and helpful service that adapted to meet their changing needs. One person told us: "Any slight problem at all, they sort it out right away." Additional

comments included: "Premier Care offer a particularly good service. Pleasant carers always willing to help." "Everything's working smoothly." "Just tremendous, they never let me down."

We observed staff being respectful and caring towards people, and genuine rapport was evident. Staff's in-depth knowledge of people helped them feel comfortable and relaxed during their support. People held staff in high regard and spoke of the benefits that came from the relationships they had with them. One person told us: "I think they're absolutely great, they just make my life so easy. The staff are all brilliant." Describing how respectful staff were when supporting their relative, another person stated: "They protect her dignity in the way that they should."

Communication and collaboration were service strengths, and people and relatives appreciated the guidance and assistance offered to them. One relative told us: "They're very responsive and proactive and will suggest things." A person living further away described how the service became the first point of contact in emergencies for their relative. This provided reassurance for them both knowing someone close by could offer support if needed. This demonstrated how the service prioritised people's needs to ensure they felt safe and secure.

Care planning was person-led and sampled plans were detailed and informative about people's preferences and wishes. The service took time to speak with people to hear about their experiences and ensure support was right for them. One relative commented: "Very impressed when they started, they spent a lot of time with mum. Very interested in her as a person." Another person stated: "You feel as if they care about the person."

Staff spoke positively about working at Premier Health Care and felt well-supported in their roles. Opportunities to complete additional qualifications such as SVQs were embraced by staff. And some staff had undertaken 'train-the-trainer' courses. This enabled them to share their knowledge and provide additional support and guidance to colleagues. This meant people were supported in a consistent and stable way by a trained staff team that worked well together.

Observations of staff practice, regular supervision and staff appraisals took place on a planned basis. Scheduled team meetings provided opportunities for staff to come together to share information and discuss their practice. This ensured people benefited from support delivered by competent and skilled staff.

What the service could do better

Regular reviews took place, and minutes were detailed and informative. Improvement could be achieved by indicating whether previous agreed actions had been completed. This would further demonstrate how people's needs were being met in a coordinated, planned and consistent way.

Risk assessments had been undertaken for people. However, where risks were identified it was not always clear what action staff should take to address these. To ensure people were protected from harm, assessments would benefit from greater detail about how staff should respond.

Staff induction and training records could be improved with clearer information about what learning had been achieved. This would assist in further monitoring staff's competency, increasing people's confidence in a well-trained staff team.

Supervision records should include clearer information about decisions reached and planned actions. Details of how these would be achieved, the person responsible and agreed timescales would assist in monitoring staff development. This would ensure people benefited from a culture of continuous improvement.

Requirements

Number of requirements: 0

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.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 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.
- *People's 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)

This recommendation was made on 10 December 2018.

Action taken on previous recommendation

The service's medication policy had been updated to reflect current best practice, including the different levels of medication support. Staff had completed medication training, and people's support plans clearly identified the level of medication support they required.

This recommendation has been met.

Inspection and grading history

Date	Type	Gradings
10 Dec 2018	Unannounced	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed Not assessed
20 Dec 2017	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good Not assessed
3 Feb 2017	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 4 - Good
18 Nov 2015	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 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

Date	Type	Gradings	
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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