

Dalriada Care at Home Housing and Support Housing Support Service

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Bo'ness
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Telephone: 01506 826 644

Type of inspection:
Unannounced

Completed on:
26 February 2024

Service provided by:
Dalriada Homecare Ltd

Service provider number:
SP2003002699

Service no:
CS2004085401

About the service

Dalriada was registered with the Care Inspectorate on the 24 February 2005. It provides a Care at Home service to people living in Bo'ness and Falkirk.

The service is currently supporting 90 people. The service is provided by a team of permanent staff and the manager.

The aim of the service is: "To deliver a service of the highest quality that will improve and sustain the service user's overall quality of life."

About the inspection

This was an unannounced inspection which took place on 21, 22 and 26 February 2024. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with three people using the service and five relatives
- spoke with eight staff and management.
- observed practice and interaction with service users.
- reviewed documents.

Key messages

- People were very happy with the service they received from Dalriada
- People were involved in discussions about their needs and how they wanted their care to be delivered to them.
- Staff felt well supported by the service
- A very good variety of training resources were available to staff.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

In this part of the inspection report we considered three quality indicators:

1.1 People experience compassion, dignity and respect.

1.2 People get the most out of life.

1.3 People's health and wellbeing benefits from their care and support.

We assessed the service as very good for all three quality indicators which means overall we evaluated this key question as very good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People and their loved ones plus external professionals (as required) were involved in the assessment of their needs and their care planning. People were at the heart of the process. Their preferences and choices were respected and promoted. People could access their own information via the service's OpenPass app which was open and transparent. One person told us "The OpenPass app is very useful and the carers are quick to contact me, by text or telephone call, if they have any concerns or to request additional items. Their early intervention on at least two occasions with concerns has enabled us to be proactive with additional medication and thus prevent the upheaval of having to take our relative to hospital."

People's care was initially reviewed after six weeks to ensure people were happy with things. Following this, reviews were held every six months to ensure people continued to have their needs met. Reviews seen had been completed within the timescales required by legislation.

People were offered a choice of an in person or telephone review depending on what suited them best and their feedback influenced the care that they received. Changes were made to people's packages or preferences as a result of this. This helped ensure that support provided continued to work well for people.

The number of staff supporting people is kept small in order to promote good relationship building between people using the service and staff. It also promotes consistency which means people generally receive support from people who knew them well. People spoke highly of the staff supporting them. One person told us "Our relative has benefited greatly from having a consistent team of three excellent carers who mainly look after his care. We feel this has greatly helped his confidence and all round well-being as he has built a rapport with each of them." Another said "The staff are lovely and understand Mum very well." The service was respectful of people's preferences regarding the time they receive their support. Visit times were arranged to work well for people. If this was not immediately possible the service will work towards it.

Care plans were very individual to the person. It was clear what was important to the person and what their needs were. Care plans identified what people did for themselves therefore encouraging people to maintain their skills and develop new ones. People's choices and preferences were recorded. Tasks within care plans were linked to people's needs and these covered a variety of activities of daily living. They were well considered and contained good information for staff which was clear to follow.

People's communication methods were considered in order that people got the most out of their support. Relevant contact information was held for people close to the person ensuring the service could respond appropriately to any situations arising which were outwith the remit of the service. People told us the service was easy to contact and responsive to issues they raised.

Dalriada had a very visible presence within their local area. Events were held within the service to encourage staff and people using the service to socialise and get to know each other. An information station within the office encourages people to engage with the service, ask questions and inform themselves. This was a good support for people and those supporting them.

The service had good oversight of people's health needs and the information held was pertinent to the support people required e.g. how it affected their abilities day-to-day. People were supported to take their medication safely and the level of assistance they required was assessed. The service could be flexible to respond to people needing to attend appointments or outings. The service had good relationships with external professionals in the area and worked in partnership with them when necessary to promote the best outcomes for people.

How good is our leadership?

5 - Very Good

We evaluated this key question as very good, where there were important strengths in supporting positive outcomes for people with some areas for improvement.

2.2 Quality assurance and improvement is led well.

The service communicated well and in a variety of ways with people using the service, including initial enquiries, assessments, care plans, reviews and a drop in presence within their community. People liked the staff supporting them and felt the service were responsive to them if they raised an issue. People's views were responded to on an individual basis and collectively via the service's well considered improvement plan.

The service used an online care planning app called OpenPass. This was an intuitive and convenient system for staff to work with. It allowed the service to track service users' experience of using the service regularly and to identify and respond to any changes quickly. The service had a good system of auditing in place which helped ensure that high standards were maintained throughout the service.

A check of recently recruited staff demonstrated the service were following current Safer Recruitment guidance. The service had revised their induction process to tailor it to individual members of staff to optimise time and resources. A performance review was held at the end of the probationary period which enabled new staff and the management team to determine progress with a view to addressing any issues at an early stage. The views of other staff members were sought as part of this process.

Training offered was designed to meet the needs of people using the service, including any changing needs. The training plan took account of training staff required to maintain their professional registration. Very good resources were made available to increase the accessibility of training for staff. This was underpinned by good quality supervision, spot checks and the recently introduced quality conversations group which encouraged staff to reflect on their practice, their strengths and their individual contributions.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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