

# Flourish Home Support Services Support Service

78/79  
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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
22 February 2024

**Service provided by:**  
Flourish Home Support Services Ltd

**Service provider number:**  
SP2011011552

**Service no:**  
CS2011286375

## About the service

Flourish Home Support Service provides a community based care at home service to adults and older people. This includes personal care, practical help and social support. The service works in Stirling and Clackmannanshire. People supported include those living with dementia, people needing end of life care and people with a learning disability. The service aims to be tailored to individual needs.

## About the inspection

This was an announced short notice inspection which took place on 19 February 2024, 11:00 until 17:00, 20 February 2024, 11:00 until 18:30 and 22 February 2024, 13:00 until 16:30. 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 eleven people using the service and six of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- Staff demonstrated the principles of the Health and Social Care Standards.
- The service had very good links with local health and social care professionals.
- Support plans were person-centred and reflective of people's current care needs which clearly guided staff.
- The management team were motivated to ensure continuous improvement in the service.
- There were very good systems in place to monitor aspects of service delivery.

## 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

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

### 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

Staff demonstrated the principles of the Health and Social Care Standards in their day-to-day practice and spoke with compassion, dignity and respect about working with the people they supported. People being supported and their families were very happy with the care and support received. One person being supported told us "they are absolutely brilliant" whilst another said "what a great bunch of girls, I look forward to them coming in." A relative said "I feel secure in the knowledge my mum is receiving excellent care", and another said "I wouldn't have dad at home if it wasn't for Flourish home support."

We considered how people get the most out of life whilst being supported by the service. Feedback we received was very positive, one person told us "it has really helped me and what a change in my life, I have never felt so supported and settled, whilst a relative said "my mum's condition is horrendous but I truly feel without the support of Flourish it would be 100 times worse." Many people receiving support were supported with practical aspects of care, however where possible or appropriate, people were encouraged to participate in local clubs and attend community social events based on people's hobbies and interests. This prompted a sense of wellbeing and belonging.

People were supported and cared for by consistent staff, which resulted in meaningful relationships being established. The service had very good links with local health and social care professionals and liaised with them promptly when any concerns were identified. This meant that people could be confident that their health needs were being met. One supporting professional told us "the service is trustworthy, communication is very good and highly professional service. They escalate any concerns."

We sampled people's support plans and found that plans were person-centred and reflective of people's current care needs which clearly guided staff. Risk assessments were up-to-date and there was a range of assessment tools and charts used to monitor people's health and wellbeing. People were involved in making decisions through regular six monthly reviews.

Systems for administration of medication were in place and processes were regularly audited.

## How good is our leadership?

5 - Very Good

We found significant strengths in aspects of leadership and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

### 2.2 Quality assurance and improvement is led well

The management team were motivated to ensure continuous improvement in the service. One relative told us "the service is super reliable and a particular strength I feel is the manager, she leads very much by example, her manner with her staff is impeccable and she is a great role model to any staff member."

Staff felt that the management was approachable, supportive and provided guidance when required. There was very good quality assurance systems in place to evaluate the quality of the service being provided.

There were very good systems in place to monitor aspects of service delivery and staff had a clear understanding of their roles and responsibilities. Accidents and incidents were reported with actions on improvements. There was a clear complaints process and people were confident on how to raise a concern. Management had a clear oversight on the service and shared any learning, which meant the service was responsive to driving improvements.

Staff described receiving regular feedback and formal supervision, with an open door policy to the management team that allowed them to access guidance and support as needed. This also helped to ensure that people's needs were met well, whilst also supporting staff development. Staff told us that they felt valued, included and listened to by the management team.

The service had a development plan in place incorporating all aspects of the service, which identified any areas for improvement and actions to be taken from audits carried out.

## 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).

## 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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