

Care Quality Services Limited - Moray Housing Support Service

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Type of inspection:
Unannounced

Completed on:
13 December 2023

Service provided by:
Care Quality Services Limited

Service provider number:
SP2018013250

Service no:
CS2018371995

About the service

Care Quality Services Limited - Moray provides a housing support and care at home service for adults in the Moray area. They support people with a range of needs, including people who are living with dementia, are frail and elderly, have physical disabilities, and have learning disabilities. At the time of inspection they were supporting 146 adults in their own homes.

About the inspection

This was a follow up which took place on 11 and 12 December 2023. The inspection was carried out by 2 inspectors 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 4 people using the service • spoke with 4 staff and management • observed practice and daily life • reviewed documents

Key messages

- People we spoke to were happy with their care
- Not all of the care being given was at a high standard
- Some people had short visits, or visits which varied from their time slot, which was not helpful for them
- The atmosphere in office was positive
- A lot of work had been put in to find solutions to the difficulties with providing a high standard of support

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

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|-----------------------------|----------|
| How good is our leadership? | 2 - Weak |
|-----------------------------|----------|

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

How good is our leadership?

2 - Weak

There was a required improvement in place, to be met by 1 December 2023 in relation to ensuring service users' health, safety and well-being needs are met through proficient management of scheduling and completion of support visits, as commissioned to meet people's needs. The timescale for this improvement has been extended to 5 February 2024, as detailed on our website.

There was also a required improvement in place, to be met by 1 December 2023 in relation to providing safe and responsive care, to enable people to remain at home as independently as possible and to ensure their health, safety and well-being needs are met. The timescale for this improvement has been extended to 5 February 2024, as detailed on our website.

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

Requirements

Requirement 1

By 1 December 2023 (extended from 12 September 2023, originally extended from 30 April 2023), the provider must ensure correct support for people's health through their medication regime.

In order to do this the provider must, at a minimum:

- a) Improve medication administration and recording so that it is consistently accurate.
- b) Record and learn from medication errors.
- c) Ensure that, where support workers are responsible for stocks of medication, these are correct and adequate at all times.

This is to comply with Regulation 4 (1) (a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This requirement was made on 2 October 2023.

Action taken on previous requirement

Observations of competency in medication administration and recording, showed staff to be knowledgeable and accurate in their practice. Examination of records showed some small errors, which had not led to very

poor outcomes for people. We discussed the importance of accuracy with the manager who said they would remind the staff of this. Medications for people were being ordered and obtained correctly, and the system for this happening was easy to follow, meaning that this good practice was likely to continue.

There was a possibility of people not receiving their medication in a timely manner, for example 4 hours between doses. This was due to variation in visit times and poor availability of support workers. The manager assured us that plans were in place to improve this.

Met - within timescales

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

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|---|----------|
| How good is our leadership? | 2 - Weak |
| 2.2 Quality assurance and improvement is led well | 2 - Weak |

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