

## Assisted Services Fife Ltd Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
11 January 2024

**Service provided by:**  
Williamina Burnett trading as Assisted  
Services

**Service provider number:**  
SP2016987961

**Service no:**  
CS2016346581

## About the service

Assisted Services is a privately owned care at home provider working in central Fife. They provide care and support people with a range of needs in their own homes.

## About the inspection

This was an unannounced inspection which took place on 11 January 2024. The inspection was carried out by two 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 staff and management, and reviewed documents.

## Key messages

The service had new quality assurance systems which needed to be fully utilised to help plan for and deliver good and consistent support for people.

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

### Requirements

#### Requirement 1

By the 30 October 2023, the provider must ensure that people who use this service receive continuity of care. In order to achieve this the provider must further develop robust systems, and where appropriate additional training, to be able to demonstrate that care and support;

- a) is provided at the agreed times;
- b) is tailored in such a way to meet the individual needs of people who use this service as recorded in their support plan;
- c) is outcome focussed and promotes people's rights and choices;
- d) has an effective system that monitors the consistency of carers. This should include a record of any changes; the reason for changes and the communication with people in advance informing them of who will be visiting to ensure that service users have continuity of care.
- e) it is accepted that there may be reasons out with the control of the service when it may be necessary to change who will be visiting. However, these should be kept to a minimum and regularly monitored between clients and the service to ensure an acceptable level is achieved.

To be completed by: 30 October 2023.

This is to ensure care and support is consistent with Health and Social Care Standard 3.11: I know who provides my care and support on a day to day basis and what they are expected to do. If possible, I can have a say on who provides my care and support.

This is in order 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 requirement was made on 12 September 2023.**

#### Action taken on previous requirement

The provider acknowledged due to staffing shortages care visits had not always been carried out at the agreed times with the agreed number of carers. This had impacted on the comfort, safety, and wellbeing of people using the service.

The service had since recruited sufficient staff.

The service has introduced a contingency plan.

The service has introduced a system to ensure that care reviews are being carried out timeously to be able to demonstrate that care is outcome focussed and promoting people's rights and choices.

The service has introduced a system to monitor the consistency of carers and maintain a record of any changes with people who use the service to keep them informed.

**Met - outwith timescales**

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

In order to ensure positive outcomes for people who use this service. The service provider should continue to closely monitor their processes to be able to demonstrate that people are empowered, enabled and their choices are respected.

This is to ensure care and support is consistent with Health and Social Care Standard 3.11: I know who provides my care and support on a day to day basis and what they are expected to do. If possible, I can have a say on who provides my care and support.

**This area for improvement was made on 12 September 2023.**

#### Action taken since then

Not assessed

### Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

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