

Safe Hands Support Scotland Housing Support Service

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Type of inspection:
Unannounced

Completed on:
16 February 2024

Service provided by:
Safe Hands Support Scotland Ltd

Service provider number:
SP2020013517

Service no:
CS2020379966

About the service

Safe Hands Support Scotland was registered with the Care Inspectorate on the 19 November 2020 and provides a Care at Home and Housing Support service to people living in the Stirling and Clackmannanshire areas.

The service is currently supporting around 40 people. The service is provided by a team of eight people, one of whom is the registered manager.

The aim of the service is: "To be the choice for care that gives people the freedom to stay in their own homes."

About the inspection

This was a virtual inspection where no physical site visit took place and was carried out on 16 February 2024. This inspection was a follow up inspection to review one requirement made at a previous inspection in January 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.

Key messages

People could be assured they were kept safe because the management and support staff had registered with the Scottish Social Services Council (SSSC).

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 good is our leadership?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How good is our leadership?

4 - Good

A requirement was made at the previous inspection and since then the service had put an action plan in place, to manage the improvements needed. The service met these improvements which were in relation to registration of the team. (see 'what the service has done to meet any requirements we made at or since the last inspection')

As staff and management were now registered (or in the process of registering) with a professional body, we have re-evaluated quality indicator 2.2 from adequate to good. An evaluation of good applies to performance where there is a number of important strengths which, taken together, clearly outweigh areas for improvement.

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

Requirements

Requirement 1

By 12 February 2024, the provider must ensure that people are supported by a staff group that are appropriately registered with the relevant professional body. To achieve this the provider must:

- a) make sure that the registered manager and all staff that are required to register with a professional body, have made application and this is being progressed by the relevant professional body
- b) follow their own policies and procedures to ensure people are safe where application is not made or progressed
- c) develop and implement a system of regular management oversight to make sure that all of their staff maintain appropriate registration.

This is to comply with Regulation 9 (2)(b) & (c) (Fitness of staff) 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:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This requirement was made on 26 January 2024.

Action taken on previous requirement

We reviewed this requirement at the follow up inspection. The manager and the staff had either registered or had their registration in process with the appropriate professional body. The service had developed a tracking mechanism to support ongoing overview and to determine progress of any conditions set by the professional body.

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

How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

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