

Forth Valley Homecare Services (Scotia Care Ltd).

Support Service

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Telephone: 01786 468850

Type of inspection:
Unannounced

Completed on:
26 March 2024

Service provided by:
Scotia Care Ltd

Service provider number:
SP2020013457

Service no:
CS2022000090

About the service

Forth Valley Homecare Services is registered to provide support services to people in the Forth Valley area. The service is provided by one staff team and includes a Care at Home service to older people and support to adults with physical disability. Forth Valley Home Care Services was established in 2022 and is a family owned and managed company.

It has been registered with the Care Inspectorate since 1 April 2022. The service aims to ensure that every person they support can live as well as possible in the comfort and familiar surroundings of their own home.

About the inspection

This was a short announced inspection which took place on 22, 25 and 26 March 2024. The inspection was carried out by an inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered since the service registered with the Care inspectorate.

In making our evaluations of the service we:

- spoke with seven people using the service and three relatives
- spoke with eight staff and with management
- observed practice and daily life
- reviewed documents.

Key messages

- People found the service to be dependable and reliable
- People thought communication with the service was good.
- People liked the people supporting them and were generally supported by a consistent group of people where positive relationships were formed
- The service were not notifying the Care Inspectorate in line with guidance
- People felt the service was well managed and were confident that if they raised an issue it would be effectively addressed.

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 using the service told us they were treated with dignity and respect. The service provided to them was reliable and they could trust that carers would arrive when expected. One person told us that they "did not have to chase the office for anything. If on the very odd occasion staff are going to be a bit late I always get a call to let me know." People generally received consistent care from a core group of staff and this provided good continuity and allowed comfortable relationships to be built. Staff observed during inspection were helpful, friendly and professional towards people. One person told us "They are reliable and very nice, I have no complaints." Another told us that a staff member "did everything for her." This was discussed with the manager as some tasks fell out with those agreed in the care plan when movement and independence should have been promoted instead.

People told us they received the support they required, and this was based on the service asking them what they needed and how they would like this to be delivered to them. People's needs were reviewed at regular intervals and if their needs changed their care plans were altered to reflect this. People were offered choice at their support visits and these choices were treated with respect. People found communication with the service to be good. One person told us "They are reliable and communicative. Staff interact with me as much as possible in the short time they are there. They are conscientious with hygiene and in tidying up. In an ideal world, a longer visit would be nice, but I realise that all staff are under pressure to get round their calls. They have sometimes stayed longer if there was an issue. They never give the impression of being too rushed to chat though." Staff ensured the security of people's homes and that all was well upon leaving and if any issues arose they knew to report these to the office in order that they could be appropriately actioned.

Care plans were arranged around the tasks that people required to be performed in order to be safe and comfortable within their own homes. They were clear for staff to follow, respectfully written and specific to the person's needs. The importance of dignity and respect of the person was made clear, for example closing curtains/place a towel on people's lap when providing intimate personal care. Some contained more person centred information than others, however staff spoken to evidenced that they knew the people they were providing support to, their needs and preferences very well. Staff were encouraged to share their knowledge of people's presentation and wellbeing as appropriate and felt their opinions were respected. The service fostered a culture where staff were involved in decision making and encouraged to assume responsibility as appropriate.

The service held good information regarding people's health needs as they pertained to people's care. People using the service were encouraged to take good care of themselves by eating and drinking well. The service used an online care planning and recording system that could be updated quickly, as needs changed. One person told us "There's an online app where carers complete a report each time they visit, which the family have access to. The office is responsive to emails. The carers who have happened to visit when family are there are very polite, friendly, and caring." Good relationships had been established with external professionals in the area and the service referred people as appropriate when issues arose which were outwith the remit of the service. A medication policy and protocol was in place to support people to take their medication safely.

How good is our leadership?

5 - Very Good

We evaluated this key question as very good, where there were major strengths in supporting positive outcomes for people.

2.2 Quality assurance and improvement is led well.

The service asked people how they felt about the support they received in several different ways including assessment, care planning, reviews, courtesy calls and surveys. Reviews were being held in good time with a very small number outstanding. Reviews focused on people's experience of using the service and if anything required to be altered to ensure things continued to work well for them. Reviews were also carried out in a way that was most convenient for people. This meant people could meaningfully contribute to the evaluation of the service they received. We saw that this feedback was used by the service in their ongoing development plan. This meant that people benefitted from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

People were comfortable contacting the service if they needed to and were generally confident any issues raised would be addressed. One person spoken to felt that "My family are regularly asked for feedback. Any time we have contacted the service they have been very responsive and tried their best to provide what I need. We are very grateful for the kindness and respectful care given by the staff at Forth Valley Homecare Services, which supports our Mum to stay with dignity in her own home where she is safest and happiest."

Staff told us that communication was good and they were well supported in their roles. The service held a daily meeting where the operational team discussed matters arising which required action. Staff felt well informed regarding matters pertinent to their role. Spot checks and supervision monitored and supported staff performance. The needs of people using the service informed the service's training plan.

The manager provided good leadership. Staff knew to record accidents and incidents, concerns and near misses, and to report them internally and externally, where appropriate. Whilst we saw this was the case, the service was not notifying the Care Inspectorate in line with guidance. (See Area for Improvement 1).

Areas for improvement

1. The service should ensure they notify the Care Inspectorate of any accidents, incidents or injuries to a person using a service within 24 hours in line with current guidance for their service type.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 3.21 'I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm.' and 4.14 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.'

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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