

Spinal Homecare Services Support Service

157 Stricklandgate
Kendal
LA9 4RF

Telephone: 01539 730 777

Type of inspection:
Announced (short notice)

Completed on:
25 April 2024

Service provided by:
Spinal Homecare Services Ltd

Service provider number:
SP2005007368

Service no:
CS2005092129

About the service

The service which operates on a national basis provides care at home to service users, from 16 years of age, who may have diverse needs due to spinal injury and/or other physical disabilities. The agency office base is located in Kendal, Cumbria.

At this inspection Spinal Homecare Services Ltd was providing 24 Hour live-in care and support to three service users in Scotland. The service provides care packages to the service users by providing personal assistants who generally work for two weeks followed by a week off when a replacement carer is provided.

About the inspection

This was a short notice announced inspection which took place between 11 - 19 April 2024. The majority of the inspection was carried out virtually, with the exception of feedback from two of the three people who were currently being supported. 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 two people using the service - one by telephone and the other by a visit to them at their home
- obtained feedback from six of the seven staff and also spoke with management
- reviewed documents.

Key messages

- People were respected and listened to because their wishes and preferences were used to shape how they were supported at home.
- Staff treated people with dignity and were respectful when working in people's own homes.
- People were very happy with the care and supported provided by Spinal Homecare Services.
- Management demonstrated a clear understanding about what was working well and what improvements were needed.
- Improvement was needed to register staff 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 well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	4 - Good
How good is our staff team?	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.

People were respected and listened to because their wishes and preferences were used to shape how they were supported at home.

We obtained feedback from two of the three people currently being supported by the service. One person they supported told us, "I've tried other services, but Spinal has been the best", whilst another said, "They are good, and if I've ever any issues I can just call someone and they quickly sort it".

People were supported by one or two live in carers over a 24-hour period, depending on their individual support needs. Staff would usually be there for two weeks at a time. This worked well for people.

The service office is based in England, however, people were well supported and this did not detract from the very good support delivered by the service. There was a named point of contact and the registered manager made regular visits to people to ensure that they were happy with everything.

A staff contingency plan was in place should there been any unexpected staff emergencies. This meant that staff could be replaced quickly and efficiently. Both people we spoke with confirmed that this worked well, despite the fact that the need for this was rare. One person told us, "on one occasion the manager came to support me until a replacement was available", whilst another said, "on one occasion, a staff member was flown up from England to provide support". This provided a very good level of reassurance to people and demonstrated a commitment by the provider ensure that people's wellbeing was paramount.

How good is our leadership?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Management demonstrated a clear understanding about what was working well and what improvements were needed.

The aims and objectives of the service inform the care and support and how people experience this. These were regularly reviewed and reflected the involvement of people who use the service and of staff who deliver the service.

People were confident to give feedback or raise any concerns because they knew management would act quickly and use this information to help improve the service.

Improvement was needed to register staff with the Scottish Social Services Council (SSSC). No staff were registered with the SSSC. Employers have a duty to make sure that their staff are registered. This includes all care staff that work in Scotland (see area for improvement 1).

Management empowered others to become involved in comprehensive quality assurance systems and activities, including self-evaluation, promoting responsibility and accountability. This led to the development of an ongoing, dynamic and responsive improvement plan that detailed the future direction of the service.

Areas for improvement

1. The service should ensure that all care staff that work in Scotland are registered with the Scottish Social Services Council (SSSC). An action plan with an overview of each staff member should be devised and submitted to us no later than 3 June 2024. This should then be submitted weekly until all staff are fully registered.

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).

How good is our staff team?

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.

Staff treated people with dignity, and were respectful when working in people's own homes.

People could be assured that the numbers and skill mix of staff are determined by a process of continuous assessment featuring a range of measures, and is linked to quality assurance. This includes taking account of the complexity of people's care and support.

Staff were clear about their roles and responsibilities and changeovers were well planned to ensure that outcomes for people remained very good.

People being supported appreciated the current staffing challenges within the social care sector. Overall, they spoke positively about the staff and felt that they were trained well. Support was readily available from management if needed.

Staff profile matching was used to support good working relationships between the staff and the people being supported. This was important given the close working rapport of the role.

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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.