

## P4C Healthcare Ltd Housing Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
18 April 2024

**Service provided by:**  
P4C Healthcare Ltd

**Service provider number:**  
SP2022000250

**Service no:**  
CS2022000374

## About the service

P4C Healthcare Ltd provides care at home and housing support services to people living in Edinburgh and West Lothian. The service operates from an office base in the Gyle area of Edinburgh.

At the time of the inspection the service was supporting six service users.

## About the inspection

This was an announced short notice inspection of the service which took place on 15 April 2024 between 10:30 and 15:00, and on 16 April 2024 between 09:00 and 16:00. 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 registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- Spoke with three people using the service and one relative. We also gave the opportunity for family/friends, health professionals and staff to complete an electronic questionnaire.
- We talked with members of staff and the management team.
- Observed staff practice and daily life.
- Reviewed a range of documents.

## Key messages

- People experience compassionate care and support because there was warm, encouraging, positive relationships between staff and the people they support.
- Staff in the service understood their role in supporting people's access to healthcare.
- People were supported by a small group of staff that they knew well.
- Staff felt well supported by management and had regular opportunities to discuss concerns within supervision sessions or at team meeting.
- Personal plans contained comprehensive information on all areas of care, need, and risk assessments.
- The manager should develop anticipatory care plans further to include full and current details of people's health and wellbeing needs

## 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? | 4 - Good |
| How good is our staff team?                | 4 - Good |
| How well is our care and support planned?  | 4 - Good |

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

## How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good. There were several important strengths which taken together impacted positively on outcomes for people and clearly outweighed areas for improvement.

People experience compassionate care and support because there was warm, encouraging, positive relationships between staff and the people they support. This helps people to achieve their individual outcomes. People we spoke with told us staff were always friendly and attentive.

Staff demonstrated knowledge of people's needs. This meant that people could be confident that staff supporting them were well informed and worked consistently to help them achieve the outcomes that they had identified.

Daily notes were descriptive and linked to identified outcomes. People had access to their individual support plans which promoted their rights in relation to information held about them.

Staff in the service understood their role in supporting people's access to healthcare. They recognised changing health needs and shared this information quickly with the right people. One health professional told us "I always receive prompt responses to any email or telephone contact with P4C. I regularly get feedback from clients that staff are caring, communicate well and ensure that they are meeting people's needs."

At present the staff team were not supporting people with medication. However, the manager had systems, including appropriate records, in place to evidence practice. Staff were also appropriately trained, and the manager had developed competency checks in this area in preparation for when medication support commences.

## How good is our staff team?

4 - Good

We evaluated this key question as good. There were several important strengths which taken together impacted positively on outcomes for people and clearly outweighed areas for improvement.

People were supported by a small group of staff that they knew well. People and families found this reassuring and meant they developed trusting and good working relationships with staff. One person told us "The company's biggest strength is the continuity of the care staff".

People experiencing care had the opportunity to meet any new staff being introduced. This meant that staff had time to get to know the person and learn what was important to them. Staff confirmed that they felt they had a good induction with regular ongoing support from the management team.

Staff were clear about their roles and helped each other by being flexible in response to changing situations.

Morale across the service was high, all the staff we spoke to said they were very happy at their work. Staff felt well supported by management and had regular opportunities to discuss concerns within supervision sessions or at team meeting. This supported people to have a positive experience of their care as the staff team were enthusiastic and happy.

**How well is our care and support planned?****4 - Good**

We evaluated this key question as good. There were several important strengths which taken together impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service used an electronic personal care planning system. The personal plans contained comprehensive information on all areas of care, need, and risk assessments. They informed staff about individuals' needs and wishes and were updated regularly.

Reviews of people's needs were taking place, with the review minutes capturing discussions held and any actions agreed. Reviews were completed on a six-monthly basis or when a person's health needs changed. Reviews were evaluative and had a focus on outcomes derived from support.

It is important that people and their legal representatives have opportunities to discuss and agree how they would like to be supported at the end of their lives. Plans we sampled lacked information to support staff in identifying who and what actions they took when people reached the end of their lives. The manager should develop anticipatory care plans further to include full and current details of people's health and wellbeing needs and wishes including do not attempt cardiopulmonary resuscitation (DNACPR) certificates. **(See area for improvement 1)**

**Areas for improvement**

1. People should be reassured that their personal plan contains the most current and up to date information including anticipatory care. Staff should develop anticipatory care plans further to include full and current details of people's health and wellbeing needs and wishes.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my choices and wishes" (HSCS 1.15) and "I am supported to discuss significant changes in my life, including death or dying, and this is handled sensitively" (HSCS 1.7).

**Complaints**

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

|  |          |
|--|----------|
| How well do we support people's wellbeing?                                 | 4 - Good |
| 1.3 People's health and wellbeing benefits from their care and support     | 4 - Good |
| How good is our staff team?  | 4 - Good |
| 3.3 Staffing arrangements are right and staff work well together           | 4 - Good |
| How well is our care and support planned?                                  | 4 - Good |
| 5.1 Assessment and personal planning reflects people's outcomes and wishes | 4 - Good |

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