

# Care at Home and Enablement Service Nairn Support Service

Nairn Town and County Hospital  
Cawdor Road  
Nairn  
IV12 5EE

Telephone: 01667 422 702

**Type of inspection:**  
Unannounced

**Completed on:**  
25 April 2024

**Service provided by:**  
NHS Highland

**Service provider number:**  
SP2012011802

**Service no:**  
CS2019377296

## About the service

Care at Home and Enablement Nairn is registered to provide support to people with an assessed need in their own home.

The service had an office base within the Nairn Town and County Hospital and the service operates in the Nairn and surrounding areas.

The service primarily supports older people who have been discharged from hospital. It offers a service which is limited in time to support people regaining skills and confidence to enable them to remain living safely in their own homes and community.

The provider of the service is NHS Highland.

## About the inspection

This was an unannounced inspection which took place between 22 and 25 April 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.

In making our evaluations of the service we:

- Spoke with two people using the service and one of their family/friends
- Spoke with seven staff and management
- Observed practice
- Reviewed documents

**Key messages**

- The service had a strong management and leadership team.
- People experienced responsive care which promoted their health and wellbeing.
- Staff felt well supported.
- People had regular reviews of their care and support.

**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 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 made an evaluation of very good for this key question, where significant strengths in aspects of the care provided impacted positively on outcomes for people.

We observed kind, warm and respectful interactions between staff and the people they supported, this showed that people were comfortable with staff, some told us:

"They have treated me with respect and given me confidence."  
"Everybody is very good."

Everyone using the service had access to their personal care plan which highlighted assessed goals for reablement clearly. Reviews were held regularly to ensure care plans reflected people's needs and they were fully involved in planning their care .

People were encouraged to make choices independently in relation to their food and it's preparation. Support with food mealtimes was unhurried, this created a relaxed atmosphere and was supportive of promoting people's independence and building confidence.

People told us they didn't always know which staff member was visiting them but they were supported by a staff team they were familiar with overall, staff consistency was promoted as far as possible.

People were encouraged to use a range of aids and equipment which promoted their independence, and staff had good knowledge of how to use these appropriately.

The service linked with relevant health professionals which ensured people had access to the right health care at the right time. Staff recognised changes in people's health and wellbeing quickly and there was good engagement with professionals observed throughout the inspection. Where people received support with medication the service regularly monitored and audited this, and staff received training to ensure safe practice which benefitted people's health.

## How good is our staff team?

5 - Very Good

We made an evaluation of very good for this key question, where significant strengths in aspects of the care provided impacted positively on outcomes for people.

The service has a stable and long-standing staff team lead by a strong management team, staff told us:

"The team are brilliant. They are so supportive."

"This is the best place I've worked. I feel I've grown as a person, especially my confidence."

There was a supportive and friendly atmosphere amongst the staff team, with a clear commitment to providing a high level of care and support in the community. Staff meetings were held regularly and were well attended, this promoted good communication and effective team work.

The service used CM2000 scheduling and monitoring system and had recently appointed a new scheduler to support the existing staff team with effective planning of visits. Staff members individual skills and knowledge were taken into consideration and staff were deployed with this in mind where practical. There were appropriate measures and processes in place to oversee the safety of lone workers.

Staff had a clear understanding of their role and talked confidently about their knowledge, skills, and how this enabled them to carry out their roles to the best of their abilities. Staff kept up-to-date with their training, meaning they had the necessary skills to care for and support people.

## 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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.