

Ailsa Care Services West Support Service

Falkirk Business Hub
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Type of inspection:
Unannounced

Completed on:
23 April 2024

Service provided by:
Ailsa Care Services Ltd

Service provider number:
SP2004006718

Service no:
CS2004079450

About the service

Ailsa Care Services West is registered by the Care Inspectorate to provide a Care at Home service. It provides a range of services, from domestic help to assistance with personal tasks.

This service registered with the Care Inspectorate on 1 April 2011.

The service states in their aims and objectives "We will support our service users to live as independently as possible by providing safe, effective and person-centred care of the highest quality respecting the dignity and diversity of both service users and their families as well as all of our colleagues."

About the inspection

This was a follow up inspection which took place on 23 April 2024 and was focussed on the progress made by the service in responding to requirements, which had been made following a complaint investigation which took place on 25 January 2024. The inspection was carried out by two inspectors 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 management and reviewed documents.

Key messages

Continence and catheter care assessments and care plans were up-to-date and person centred.

Staff are completing more detailed and person-centred records of continence and catheter care support provided.

Management are engaging in the monitoring and auditing of continence and catheter care records.

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

Requirements

Requirement 1

By 15 March 2024, the provider must ensure that people experiencing care receive the right continence care and support at the right time.

To do this, the provider must, at a minimum:

- a) ensure that people experiencing care have an up-to-date continence care assessment
- b) ensure that where appropriate, people experiencing care have an up-to-date continence care plan
- c) ensure that staff timeously record continence care and support provided
- d) ensure that managers, or other appropriate staff, engage in the monitoring and auditing of continence care records.

This is to ensure care and support is consistent with Health and Social Care Standard 1.19: My care and support meets my needs and is right for me.

This is in order to comply with:

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 25 January 2024.

Action taken on previous requirement

From samples taken of people who are supported with their continence needs, we observed up-to date continence assessments and care plans.

The care plans viewed contained valuable and relevant information, providing clarity to staff to enable them to provide person-centred support for people with continence care needs. We could see that staff had timeously recorded the support they had provided and detailed the actions they had taken.

We observed the continence care audit record, which the manager oversees for people experiencing care who have continence care needs.

The service has updated their continence care guidance, which has been cascaded to staff.

We are satisfied that this requirement has been met.

Met - within timescales

Requirement 2

By 15 March 2024, the provider must ensure that people experiencing care receive the right catheter care support at the right time.

To do this, the provider must, at a minimum:

- a) ensure that when appropriate, people experiencing care have an up-to-date catheter care assessment
- b) ensure that when appropriate, people experiencing care have an up-to-date catheter care plan
- c) ensure that staff timeously record catheter care and support provided
- d) ensure that managers, or other appropriate staff, engage in the monitoring and auditing of catheter care records.

This is to ensure care and support is consistent with Health and Social Care Standard 1.19: My care and support meets my needs and is right for me.

This is in order to comply with:

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 25 January 2024.

Action taken on previous requirement

From samples taken of people who are supported with their catheter care needs, we observed up-to date assessments and care plans.

The care plans viewed contained valuable and relevant information, providing clarity to staff to enable them

to provide person-centred support for people with catheter care needs. We could see that staff had timeously recorded the support they had provided and detailed the actions they had taken.

A new digital prompt within the service Access Care Planning system is now in place to flag when a person experiencing care is scheduled to have their catheter bag changed. This has improved the efficiency and accuracy of this practice.

We observed the continence and catheter care audit record, which the manager oversees for people experiencing care who have continence and catheter care needs.

The service has updated their catheter care guidance, which has been cascaded to staff.

We are satisfied that this requirement has been met.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To assure that people are provided with the right information, at the right time when requested, the provider should ensure that staff are open, honest, and transparent in their communication with people experiencing care and/or their representatives. This should include, but is not limited to, documenting communication made between the service and the person receiving care's representative(s), with a recorded timely response as appropriate.

This is to ensure care and support is consistent with Health and Social Care Standard 4.21: If I have a concern or complaint, this will be discussed with me and acted on without negative consequences for me.

This area for improvement was made on 25 January 2024.

Action taken since then

This was not assessed at this time.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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