

Balmoral Ayrshire Housing Support Service

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Type of inspection:
Unannounced

Completed on:
2 May 2024

Service provided by:
Balmoral Homecare Ltd

Service provider number:
SP2005007958

Service no:
CS2022000134

About the service

Balmoral Ayrshire is registered to provide a housing support and care at home service to adults living in their own homes. This includes support for older people and people living with dementia, palliative and end of life care, physical disabilities and social needs. Packages can range from a few hours per week to 24-hour support. The service operates across South Ayrshire and has an office base in Prestwick. At the time of the inspection, support was being provided to 170 people in Ayr, Prestwick, Troon, Dundonald and Maybole.

About the inspection

This was an unannounced inspection which took place on 30 April, 1 and 2 May 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 10 people using the service and five of their relatives;
- spoke with 29 staff and management;
- observed practice and daily life;
- reviewed documents;
- spoke with visiting professionals.

Key messages

People received reliable and consistent support from a familiar staff team with whom they had positive, trusting and caring relationships.

Family members felt involved and well informed, telling us they were very satisfied with the standard of care and support provided.

People benefitted from personalised and responsive support in addition to good communication and involvement.

People were supported to maintain their independence, social connections and links with their local community.

Staff told us they felt supported from managers and the senior team.

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 leadership?	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 where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

During the inspection we observed staff engaging positively with people experiencing care. Staff were respectful and attentive, taking the time to support people at their own pace. Staff knew people well, this demonstrated that people were valued and treated as individuals.

People receiving support commented "I held off getting care in but the staff member was lovely and explained things as we went along". "I just love her, she's not allowed to retire". "All the lassies are great, I can't fault them". "We have the same care workers, who are lovely, kind and friendly". "The service is very accommodating when I need extra hours or an overnight".

"Great service, don't know what I would do without them". "Happy with carers, find them nice and respectful". "The carers are lovely and very helpful". "Good at their jobs, if they see any changes in mum's health then they will tell me. They have picked up changes in her skin and diabetes, I feel that mum is very safe in their care".

People experiencing care had access to a range of support from specialist health and social care professionals to ensure that their physical and mental health needs were met. We saw good evidence of people's health being monitored and reviewed. This is done promptly via an online system in place, meaning staff can highlight concerns in real time and office staff can act on it. We saw that visit times had been increased speedily in conjunction with social work to accommodate when people's needs had changed.

It was good to see examples of people being supported to go to places that were important to them. For example, one man was supported to go to his local bowling club, this had impacted on his well-being, relationships with friends and getting outside for fresh air. Another lady had been able to try different clubs to see how she wanted to spend her time.

Visits and times benefit people e.g. medication being given on time, assistance to appointments etc. Care was monitored via an online system, staff can also report through this, meaning that things can be monitored in real time. Tasks also get updated in Birdy, these might change and staff need alerted ASAP e.g. a new cream to be applied, or medication to be given.

People could rely on well trained staff to support them to live as independently as possible. Medication was managed well, and reviewed regularly to ensure people were benefitting from their care and support by Balmoral staff.

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.

The provider had effective systems in place to provide a good overview of the service and address any issues that had been identified. We saw evidence of regular monitoring and audit processes which were part of the service's quality assurance processes.

People could be assured that the manager continually sought to update and improve the support they received. The manager ensured that staff were kept up-to-date with current legislation and best practice.

The manager was proactive in keeping in touch and engaging with other services and professionals. Complaints were dealt with appropriately and any learning shared with the team. This helped others to understand the service's quality assurance processes and provided reassurance to people that required actions were being taken forward.

The manager knew people and their families well. Staff were happy in their role which improved positive relationships with people experiencing care and their relatives. Feedback from people and their relatives was they felt they being listened to, any issues raised were dealt with and addressed promptly. Their views were positive and all those we talked to said they felt the managers were approachable and responsive. Comments included "we are very happy with the service". "They have been really flexible and good at communicating changes". "I know how to raise a concern and just lift the phone if there is anything".

Feedback from staff was also positive, comments included "It's a great place to work, we all support each other". "The managers are so approachable and supportive". "You always get support at the end of the phone." "We get plenty of time to spend with clients".

The service demonstrated a good level of commitment to staff learning and development. Newer staff had comprehensive induction training and their progress was regularly reviewed. We could track the supportive journey in place for new staff, with spot checks and competency checks. This meant that people experiencing care could be confident in a team of staff who were trained and competent.

How good is our staff team?

4 - Good

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

Staffing arrangements were based on the assessed hours of need for people receiving support. Therefore the service worked hard to ensure that the right number and mix of staff were scheduled on for appointments, people's plans etc. We heard lots of positive examples of times being amended to suit people's needs.

Staff worked well together with good communication between staff and the office staff supported that. Staff told us that they could always speak to someone if they needed guidance or support.

The service used many tools to ensure staff had the necessary skills to effectively support people. Spot checks and carer assessments were being done 6-weekly; this showed whether staff were attending when they should and staying for the duration of visit times, and whether staff adhered to training and followed policies and procedures. Communication between managers and monitoring officers and review officers was good, meaning that areas of concern were dealt with promptly and effectively.

The provider ensured that staff undertook training appropriate to their role and applied their training into practice, to promote the safety and wellbeing of people receiving support. We saw the training plan in place to keep staff refreshed of all mandatory and online training. Compliance was high, almost all training was up

to date. We saw that managers offered assistance to staff who needed some support to complete online training.

We observed good practice and adherence to training, which meant that training was effective. Staff observations were used to improve practice and promote a culture of learning. This meant that people were being cared for by staff who understood them, and were sensitive to their needs and wishes.

There were a number of learning and support opportunities available for staff. This meant that people were confident that staff had the necessary skills and competence to support them. Staff's competence and practice was monitored to improve outcomes for people by spot checks and competency checks.

Staff supervisions were happening regularly and being used productively. This meant that staff practice improved through effective supervision, however, it would be good to see opportunities for reflective practice being encouraged. Staff would also benefit from regular team meetings taking place. Staff told us that they had fallen away recently and they missed the opportunity to share learning with their colleagues. **(See area for improvement 1).**

Areas for improvement

1. To support staff to work well together, managers should ensure time is scheduled for staff to have regular opportunities to meet as a team. By creating circumstances for staff to reflect on and share learning about work practices.

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 well is our care and support planned?

4 - Good

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

During the inspection we noted that managers and staff used personal plans to deliver care and support effectively. Each person had an up to date care plan which were reviewed and updated regularly, and as people's outcomes change. People were involved in directing and leading their own care and support, or where appropriate their loved ones were involved .

We saw improvements had been made in the detail within care plans. On reflection newer care plans had better details of the person, including what is important to them. Choices, likes and dislikes were highlighted and how the person wished to be supported was clearer. The service had also added the person's assessed level of needs including what actual support was required, the person's ability and assessed medication level of need. This gave staff clearer guidance on how to support the person well in line with their choices and preferences.

The service ensures that people are fully involved in decisions about their current and future care and support needs. Their plans and wishes for their life in the future are also fully taken account of. As improvements continue it would be good to see more detail in medical history, for example, dates and how that change impacted on the person; including what the support from staff would look like to enable the person to achieve outcomes. Also when considering a person's motivation, detail what that means for the person's health and well-being; again how staff should support them. **(See area for improvement 1).**

The standard of care and support planning was fairly consistent and supported by strong leadership, staff competence and quality assurance processes. The role of the review officers ensured that the newer care plans reflected people's outcomes and wishes. It is important that everyone who receives support has a well detailed care plan containing key information. By increasing comprehensive information, staff knowledge and understanding will in turn improve the outcomes for the person. However, the recording of outcomes could be improved by detailing the impact that meeting them would have on the person.

Multi-disciplinary professional involvement in the care planning and review process was clear. This meant that people benefitted from professional advice because it was taken into account of in the care planning and review process. Risk assessments were used to enable people rather than restrict people's actions or activities. We saw that risk assessments were updated regularly, involving the person and their loved one, where appropriate.

Areas for improvement

1.

To support people well and improve the quality of their care and support, the manager should continue to improve upon the level of detail in care plans to guide staff.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My care plan is right for me because it sets out how my needs will be met, as well as my wishes and choices'. (HSCS 1.15)

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - 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?	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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