

# My Care My Support Support Service

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

**Completed on:**  
30 May 2024

**Service provided by:**  
Recruit the Best Ltd

**Service provider number:**  
SP2019013279

**Service no:**  
CS2023000288

## About the service

At the time of the inspection the service provided care at home to adults in Edinburgh with its office based in Bonnington, Edinburgh. The service was offering care and support to four people at the time of inspection. The service was registered with the Care Inspectorate on 31 August 2023 and the provider is Recruit the Best.

## About the inspection

This inspection took place on 23 and 27 May 2024 after 24 hours notice to the service. The inspection was conducted 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.

We evaluated how well people's health and wellbeing was supported and their personal plans as well as the quality of staffing and management.

To inform our evaluation we:

- Met with three service users and three relatives
- spoke with five staff and two managers
- observed how well care staff supported people
- visited the office to see how it was run
- reviewed documents and electronic records.

## Key messages

- People were satisfied with the quality of the care and support received.
- Staff interacted warmly and respectfully with people.
- People had regular care staff who were on time.
- Staff were well trained, though needed to be registered with the Scottish Social Services Council (SSSC).
- Staff were well supported in an informal way, though face-to-face supervision and team meetings needed to take place.
- Managers were accessible and responsive to service users and staff
- Personal plans were up to date though needed to focus more on people's outcomes.

## 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?                | 3 - Adequate |
| 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 the service as operating at a good level for this key question. There were several strengths with the care provided and how this supported positive outcomes for people.

The staff interactions were warm, kind and patient. People we spoke to were satisfied with the quality of the care and support received. Staff had conversations with people, were interested in their lives and people felt listened to and enjoyed the company of the care staff. This supported people to have a strong sense of their own identity and wellbeing. People did not feel rushed by staff when being supported. Care and support were carried out in a dignified way with personal preferences respected. Medication administration was organised with regular audits by management and appropriate training for staff. This ensured that people experienced safe and effective medication.

People's comments included "no problem with care staff at all...are polite with me," "the people are really friendly" and "they are patient with me, not rushing or getting annoyed."

Relatives' comments included "it has been really good having them and I have time to talk with them regularly," "the care staff have really been good with us" and "we are happy with the care that we get."

We observed and people told us that staff used gloves and aprons appropriately. Staff cleaned and tidied up after themselves. These measures aided the continued protection of people and staff from harm. People experiencing care said "they are always cleaning and making sure I am comfortable" and "they are keeping the place clean and tidy and put my washing away."

## How good is our leadership?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with the leadership and quality assurance.

People considered that managers were accessible and responsive to any issues they raised. A service user said "the manager is supportive and professional." A relative mentioned that the manager "is always polite and if something is not right, she apologises and says she will deal with it."

As the service grows, regular quality audits need to take place, such as personal plan writing and timing of visits. With four service users and a small staff group, managers are seeking feedback informally. As the service grows, feedback through satisfaction surveys should be sought with people experiencing care and their friends and relatives as well as their staff. The service needed an improvement plan to show what improvements have been identified, what difference these changes will make to the people using the service and the timescales. This ensures that there is a culture of continuous improvement for people experiencing support.

**How good is our staff team?****3 - Adequate**

We evaluated the service as operating at an adequate level for this key question. There were a number of strengths and improvements with the staff support.

Staff recruitment processes were thorough. Managers and staff needed to be registered with the Scottish Social Services Council (SSSC) as being able to work with adults in a care at home service (see area for improvement one).

Staff reported good informal support available from their managers. Regular face-to-face supervision sessions and team meetings needed to be held to assist communicating effectively with staff. Training was of good quality and completed by staff. There were quality checks by management regarding observing staff competence while working with people, though these observations needed to be recorded formally. This ensures people experienced high quality care and support based on relevant guidance and best practice (see area for improvement two).

The planning of the care visits was organised and significantly late or missed visits were not an issue. People experienced a consistent care team visiting them at home. The staff were regular and knew people well. Staff had time to provide support with compassion and engage in meaningful conversations. This ensured people benefited from a warm atmosphere because there are good working relationships.

People's comments include "they are turning up on time and now we have a good routine" and "the visits are shared between two carers, so there is consistency for personal care; I am quite impressed with them; they seem happy in their work."

**Areas for improvement**

1. The service should ensure that all staff have completed essential registration.

In order to achieve this the service should undertake the following:

Managers and staff to be registered with the Scottish Social Services Council (SSSC) as being able to work with adults in a care at home service.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow the professional and organisational codes' (HSCS 3.14).

2. The service should ensure that staff are well led and managed.

In order to achieve this the service must undertake the following:

a) Management to undertake regular one to one supervision with staff including a written record and actions.

b) Management to undertake regular direct observations of staff regarding their practice including a written record and any actions.

c) Management to undertake regular team meetings with staff including a written record and actions.

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

'I have confidence in people because they are trained, competent and skilled, can reflect on their practice and follow the professional and organisational codes' (HSCS 3.14).

## How well is our care and support planned?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with personal planning.

People's personal plans detailed each area of care, for example, communication, and had personalised information regarding how best to support someone. However, there needs to be more focus regarding what people consider is important to them and the related outcomes they want to achieve.

Six monthly reviews of personal plans, as required by legislation, were taking place with people experiencing care and their relatives. This ensured that personal plans remained right for people as their needs change and to make sure that everyone has the opportunity for their views to be heard.

## 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     |
| 1.1 People experience compassion, dignity and respect   | 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?   | 3 - Adequate |
| 3.2 Staff have the right knowledge, competence and development to care for and support people | 3 - Adequate |
| 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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