

Tanshe Care Services Housing Support Service

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Type of inspection:
Unannounced

Completed on:
3 June 2024

Service provided by:
Tanshe Limited

Service provider number:
SP2015012564

Service no:
CS2019377412

About the service

Tanshe Care Services are registered to provide care at home and housing support. The office is based in the South East of Edinburgh.

Tanshe Care Services (referred to as "Tanshe" in this report) state "Tanshe Care Services aims to provide a cutting edge, person-centred, individualised and holistic service which enhance the experiences of all service users under its domain.

The Provider seeks to offer person-led, flexible, efficient, and high quality domiciliary and housing support services that enable people who experience care to achieve their identified support outcomes.

Care is provided on a 24-hour basis, all year round, subject to commissioning.

About the inspection

This was a full inspection which took place between 22 & 29 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 five people using the service and four of their family representatives. We also spoke with eight staff and management, observed practice and daily life, reviewed documents and spoke with professionals from external agencies.

Key messages

Management were described as being responsive, proactive and accessible.

People felt involved in designing their support and evaluating the quality of their care.

Staff were well trained in areas relevant to the work undertaken. They were consistently described by people as being a real asset to the service, always working professionally and providing care to a high standard.

There was good consistency of staff providing support. This helped build confidence in the service and enabled people who experienced care (hereafter referred to as "people" or "PWEC") to direct their own support effectively.

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

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|--|---------------|
| How well do we support people's wellbeing? | 5 - Very Good |
| How good is our leadership? | 5 - Very Good |
| How good is our staff team? | 5 - Very Good |
| How well is our care and support planned? | 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 evaluated the provider's overall performance in this key question as very good. This meant positive findings significantly outweighed any areas for development.

People said staff were polite, respectful and delivered care with kindness and compassion. They never felt rushed and said they were always listened to. These approaches enabled people to build good relationships with support staff, facilitating positive well-being outcomes.

Family representatives spoke about their experience of the service very positively. We heard a range of very good feedback around the quality of care provided.

Some family representatives explained that they were new to social care and had felt some anxieties around involving services in the support of their loved ones. These concerns had been allayed by the quality of the support provided. Positive experiences helped build resilience in sustaining them in their supporting roles.

It was clear that there was meaningful focus on partnership working between PWEC, family members and care staff. This partnership working helped ensure that care was person-led.

The service understood when to refer people for additional aids and equipment, based on people's changing needs. Tanshe were pro-active at involving external professionals from Health and Social Care and other health and community based agencies. These responsive approaches helped deliver effective well-being outcomes for people.

Our analysis of visit scheduling and consistency of staffing showed that there was very good consistency of staff delivering care. People told us this consistency helped them develop positive relationships with staff. It was clear this relationship building contributed to good health and well-being outcomes.

People who experienced care and their family representatives told us that staff were diligent in their use of Personal Protective Equipment (PPE) and Infection Prevention and Control (IPC) practice. This diligence helped maintain good health and well-being outcomes.

How good is our leadership?

5 - Very Good

We assessed the overall performance of the provider in this area as very good. Important strengths in the way the service performed outweighed areas for development.

Accidents and incidents were well managed. We saw appropriate responses to a range of presenting issues, with a clear rationale around decision making and recording of key events.

Generally speaking the Care Inspectorate was informed of notifiable events as per regulatory guidance.

The Provider promptly addressed any complaint or concerns raised. They were very responsive to feedback from people and their representatives. People told us they welcomed the opportunity to provide feedback on their support, saying senior management from Tanshe had visited early in the commencement of their package of care. It was evident from our conversations that people felt their views were listened to.

Management established wide ranging quality audit systems which allowed an effective overview across key aspects of the care provided. Audits covered the likes of medication administration, staff training compliance, visit scheduling and staff registration with the Scottish Social Services Council. These systems contributed to the effective management and leadership in the service.

There were other processes through which people could share their views on the quality of their support, including six monthly reviews, quality assurance visits and annual surveys (for staff and people experiencing care).

Service reviews were routinely undertaken and presented very good feedback around the quality of care and support provided. The service should develop their review matrix and ensure that all reviews undertaken are captured on a standard review template documentation.

How good is our staff team?

5 - Very Good

We assessed the performance of the provider in this area as very good. There were important strengths in the way the service performed. These strengths significantly outweighed any areas for development.

Staff recruitment followed best practice guidance for services in social care settings. This meant people who work at Tanshe were suitable to work with vulnerable individuals.

Staff said they had a thorough induction, undertaking a range of training directly relevant to the work they undertook. New workers always shadowed experienced staff, learning by observation and through guidance during the initial weeks of their employment.

Management undertook observation of staff practice. This helped ensure that workers were delivering care effectively. It would enhance the effectiveness of staff induction if observations were consistently carried out early in a new worker's employment. Findings from these observations could inform supervision and reflective practice discussion.

All staff we spoke with said that they felt their induction gave them a good introduction to the work undertaken. We recognised that this contributed to good outcomes for people experiencing care.

Regular team meetings and supervision were arranged for staff and were well attended. This offered staff the opportunity to discuss their practice and care delivery issues on a 1:1 and group basis.

Staff were registered with the SSSC. The service have developed a matrix which ensures management are aware of who has registered and what their conditions of registration are. We saw the provider had an effective system which supported staff to access relevant learning required to meet conditions of their registration.

We looked at the staff training matrix and a sample of individual staff learning accounts. Analysis of staff training records showed staff had undertaken learning appropriate to their roles. Training was a blended mix of e-learning, and class based tuition.

We noted staff had been provided with bespoke training when required, facilitated by involved health care professionals or in some cases learning was enhanced through guidance from involved family representatives. The focus on training helped ensure staff had the skills required to facilitate very good quality care outcomes.

When we spoke with staff they consistently identified values and practice principles that reflected the Health and Social Care Standards and SSSC codes of practice. This awareness helped staff engage with people in a principled and professional manner.

How well is our care and support planned?

5 - Very Good

We assessed the performance of the provider in this area as very good. There were important strengths in the way the service performed, with some areas for development.

People told us they were closely involved in assessing and planning their support. Support plans reflected this with some good detail and personalised information around people's backgrounds, routines, self care abilities, choices and preferences.

The quality of documentation and the detailed information around people's preferences helped ensure support was person-led.

Personal plans were seen to be dynamic and were updated as people's needs changed. Risk assessments were in date and captured key information around safe management of people's care.

In order to enhance and fully evidence participation and involvement, the Provider should ensure that all personal plans are signed by people experiencing care and/or their representatives. This will outline their agreement with the information presented. The author of the personal plan should be clearly identified. Copies of the personal plans should routinely be provided to people experiencing care.

We considered reviews and people's involvement in appraising their care and support. These reviews were carried out on a six monthly basis. The service should seek to ensure that review documentation is comprehensive and consistently evidences outcomes for people they support.

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

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|---|---------------|
| How well do we support people's wellbeing? | 5 - Very Good |
| 1.1 People experience compassion, dignity and respect | 5 - Very Good |
| 1.3 People's health and wellbeing benefits from their care and support | 5 - Very Good |
| How good is our leadership? | 5 - Very Good |
| 2.2 Quality assurance and improvement is led well | 5 - Very Good |
| How good is our staff team? | 5 - Very Good |
| 3.2 Staff have the right knowledge, competence and development to care for and support people | 5 - Very Good |
| 3.3 Staffing arrangements are right and staff work well together | 5 - Very Good |
| How well is our care and support planned? | 5 - Very Good |
| 5.1 Assessment and personal planning reflects people's outcomes and wishes | 5 - Very Good |

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