

CARENORTH LTD t/a Home Instead Support Service

Home Instead
5 Atholl Place
PERTH
PH1 5NE

Telephone: 07462871148

Type of inspection:
Announced (short notice)

Completed on:
28 March 2024

Service provided by:
CARENORTH LTD

Service provider number:
SP2021000075

Service no:
CS2021000119

About the service

CARENORTH LTD t/a Home Instead is an independently owned care at home service and is part of the national Home Instead UK franchise.

Home Instead is available to adults aged 18 plus and provides a wide range of services, including support with personal care, health tasks, respite care, companionship and live in care.

Their stated aims and objectives are to be an excellent provider, enabling people to achieve positive outcomes in all aspects of their lives. This is done by treating people with dignity and respect, offering choice, being flexible and listening so that the service provided meets each person individual needs.

Home Instead was established in 2021 and was registered with the Care Inspectorate that same year. This was the service's first inspection.

About the inspection

This was a full inspection which took place on 26 and 27 March 2024. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the service. This included registration information, information submitted by the service and intelligence gathered. In making our evaluations of the service we spoke with three people using the service and four family representatives. We also spoke with five members of staff and management and reviewed documents.

Key messages

- People were very happy with the support they received and told us they were treated with dignity and respect.
- Personal plans were thorough and supported people to get the most out of life.
- The management team and staff were committed to providing high quality person centred care.
- Quality assurance was carried out to a high standard and improvement was well led.

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 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

There were significant strengths in the care provided and these supported positive outcomes for people. We evaluated this key question as very good.

People should receive support in line with the Health and Social Care Standards and this was evidenced in a number of ways. Feedback from people using the service was overwhelmingly positive, and the service worked hard to meet people's needs. People expressed how much their care meant to them, they told us that staff were kind and caring and it was evident that there was a genuine commitment to providing a high standard of care. Comments included, "they have been a God-send to me and my family ", "the support I receive is second to none, it makes a massive difference to my life", and "the carers are a life saver".

Care and support arrangements were tailored to meet people's outcomes. People were seen as experts in their lives and they were involved in all decisions regarding their care. This person-led approach ensured people were valued and actively involved in how their support was delivered.

People's care was provided by a consistent and stable staff team who were knowledgeable about their health and support needs. This enabled staff to identify any changes to a person's health or presentation promptly and ensured they received the right support at the right time. Staffing arrangements were informed by a comprehensive assessment of people's needs and the service worked hard to match people with the right staff. One service user we spoke with told us "they must be a good judge of character because they employ the right staff".

The minimum time allocated for a visit was one hour. Staff told us they had enough time to provide compassionate care and support, and people receiving a service told us that visits were never rushed. If someone required additional support, there was sufficient flexibility in the service to provide it. People knew who would be providing their support and were confident they would arrive at the scheduled time.

How good is our leadership?

5 - Very Good

We evaluated this key question as very good. There were major strengths in the provider's quality assurance and evaluation processes. These supported positive outcomes for people using the service.

There were a range of measures in place to assess quality across the service. These provided very good oversight of what was going well and where improvement was needed. There were clear processes in place to manage any issues and the service made appropriate notifications to the Care Inspectorate and other relevant bodies as needed. The service undertook comprehensive self-evaluations; these were informed by the views of people, their relatives and staff, as well as quality assurance data.

People receiving a service were confident about contacting the service and said that if they had any questions or concerns, these were addressed promptly. Staff told us that communication was very good and they spoke positively of the management teams open-door policy. The management team were seen as knowledgeable, pro-active and approachable and staff told us they felt well supported.

We saw that there were regular planned meetings and that staff were kept informed of matters pertinent to their role. Policies and procedures were reviewed and updated as required.

This ensured that staff had access to up to date guidance. Observed practice, regular supervision and appraisals were used to monitor and support staff performance. There was also a focus on reflective practice and supporting staff to identify their own learning and development needs. A staff team that feel valued and supported reflects positively on the service, and ensures that people who receive support benefit from staff who are confident and motivated.

The service improvement plan was clear, detailed and informed by people's feedback. This meant that people felt valued, were able to contribute to the development of the service, and demonstrated a culture of continuous improvement.

How good is our staff team?

5 - Very Good

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

People using the service were protected by safe recruitment checks. We sampled a number of recruitment files and found that all relevant safety checks had been completed prior to staff commencing employment. Staff were registered with the appropriate professional body and Protection of Vulnerable Groups (PVG) checks had been carried out. New staff underwent a thorough induction and were accompanied by a more experienced member of staff prior to going out on their own. This helped ensure they were knowledgeable and confident in their role.

People benefitted from a committed and consistent staff team that worked well together and knew those they supported well. People told us about the benefits of having regular staff, they appreciated knowing who would provide their support and when they would arrive. This helped provide reassurance for people and their families.

Staff received comprehensive training, and regular supervision and appraisal. This helps build staff confidence, and ensures people receiving a service have confidence in the people delivering their support. Staff told us they found supervision meetings supportive and that they were encouraged to reflect on and continuously improve their practice. There were systems in place for observing staff practice. These measures helped assure staff were knowledgeable and confident in their role. It was evident that staff were recruited and trained to a high standard and this effective approach to staff development helped promote high-quality experiences for people.

How well is our care and support planned?

5 - Very Good

We evaluated this key question as very good, where strengths impacted positively on outcomes for people.

It is essential that staff have all the relevant information about each person to be able to deliver care and support effectively. Staff knew people well. People's abilities were recognised and this gave people a sense of self-worth. Everyone receiving a service had a personal plan and there were appropriate risk assessments that reflected the care they required and how they wished to be supported. These included detailed information about relevant aspects of people's daily lives, health and wellbeing needs. This meant that staff had the right information to care for people as they chose. Where people were unable to make choices or decisions, there was supporting legal documentation in place.

People and their families were involved in providing information to plan their support and identifying the outcomes important to them. This ensured that people's support plans were person centred and informed by them.

People's care was regularly monitored and, where changes to their support were required, assessments and referrals to other agencies were carried out promptly. This helped ensure people's support remained appropriate to their needs. Care reviews took place as per the service's policy. These included the views of the person receiving support and those closest to them. Personal plans demonstrated individualised and well organised care and this was supported by effective communication among the staff team, with relatives and service users involved in a meaningful way.

The management team paid attention to the timing of visits to ensure they met people's preferences. Visit times were also monitored so that people received their medication at the prescribed times. This responsive approach ensured the service was provided in accordance with people's individual needs and promoted their health and wellbeing.

People's support was planned around their preferences and needs, visits weren't rushed or time limited, and there was a minimum of an hour allocated to each visit. Staff had sufficient time to engage with people in a meaningful way and provide compassionate care and support. People receiving support and their families told us they could not fault the care.

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?	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
3.1 Staff have been recruited well	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	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
5.2 Carers, friends and family members are encouraged to be involved	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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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 iarrtas.

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.