

Clover Care Scotland Ltd Support Service

Clover Care Scotland Ltd
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Type of inspection:
Announced (short notice)

Completed on:
31 July 2024

Service provided by:
Clover Care Scotland Ltd

Service provider number:
SP2022000192

Service no:
CS2022000286

About the service

At the time of the inspection the service provided care at home to older people in East Lothian with its office based in Haddington. The service was offering care and support to 24 people at the time of inspection. The service was registered with the Care Inspectorate on 21 September 2022 and the provider is Clover Care Scotland Ltd.

About the inspection

This inspection took place on 25 and 26 July 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:

- spoke with seven service users, nine relatives and received 13 care service questionnaires
- spoke with four staff, two managers and received eight staff questionnaires
- spoke with two professionals working with the service
- 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 and supported.
- 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.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had begun to use self-evaluation, however, further work is required to develop this approach to support improvement.

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 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.

People we spoke to were satisfied with the quality of the care and support received. The staff interactions were warm, kind and patient. People were supported to communicate in a way that was right for them, at their own pace, by people who knew them well. People did not feel rushed by staff when being supported. Care and support were carried out in a dignified way with personal preferences respected.

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. 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 "they look after me beautifully," "she assisted me with showering and did this with dignity" and "I think they are wonderful and they are helping me."

Relatives' comments included "they are so approachable, relaxed, caring and loving," "there is a great deal of empathy and compassion surrounding my Dad's care," and "I do trust them and as I do not live near, this is important to me."

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. Relative said that they were "impressed with the professional and collaborative approach that Clover have taken with us" and "they always answer phone straight away, always helpful."

Any incidents were reported thoroughly with actions on improvements where needed. The service sought feedback from people experiencing support and their relatives through satisfaction surveys.

Regular quality audits were taking place for medication administration, though need to be developed for timing of visits and personal plan writing. The service had a detailed improvement plan which showed what improvements have been identified, actions and timescales. This ensures that there is a culture of continuous improvement for people experiencing support.

How good is our staff team?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with the staff training and support.

Staff recruitment processes were thorough. Staff reported good informal support available from their managers. Regular face-to-face supervision sessions and regular management and staff meetings were held

to assist with effective communication. Essential staff training had been undertaken, though the more important eLearning modules needed to be prioritised so new staff will know to complete these first. There were regular quality checks by management regarding observing staff competence while working with people. This ensured people experienced good quality care and support based on relevant guidance and best practice.

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 experiencing care said "they are very friendly and very positive and very polite" and "I feel respected and listened to by the carers who come to support me in my own home."

Relatives told us "they are always considerate, punctual, helpful and cheerful" and "they are really up beat and listen to us too, always nice, professional and helpful."

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.

Detailed evaluations

How well do we support people's wellbeing?	4 - 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	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
3.2 Staff have the right knowledge, competence and development to care for and support people	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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