

# Stuart Wright Care Ltd Support Service

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

**Completed on:**  
15 August 2024

**Service provided by:**  
Stuart Wright Care Limited

**Service provider number:**  
SP2014012339

**Service no:**  
CS2014328800

## About the service

Stuart Wright Care Ltd provides care and support at home for people living in their own homes in Highland Perthshire covering the towns of Aberfeldy and Pitlochry and surrounding areas.

People using the service have a range of care and support needs and the service aims to be responsive to people's needs and provide person centred services that enable people to live the lives of their choosing.

The service prides itself on providing consistent care and has two 4x4 vehicles that are used to transport staff to people using the service in very rural areas when necessary. This enables people living in the most remote areas to receive their services even in adverse weather.

## About the inspection

This was a short notice announced inspection which took place on 13 and 14 August 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 three people using the service and one of their family members
- spoke with four staff and management
- reviewed documents.

## Key messages

- People enjoyed very good care and support.
- People were supported with kindness, compassion and respect.
- People had confidence in the company and staff.
- The service was very well organised.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service was not yet undertaking self-evaluation. We discussed the benefits of self-evaluation and how this approach should be adopted to support improvement in the service

## 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 staff team?	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 service as performing at a very good level in supporting people's wellbeing. An evaluation of very good applies to performance that demonstrates major strengths in supporting positive outcomes for people and few areas for improvement.

People told us they were happy with the support they received. One person being supported told us: "The carers are perfect, nothing is ever a bother for them" and a relative commented: "They do things pretty well, they get on with whatever my relative needs." The support people received enabled them to continue living in their own homes and supported their family members.

People's health and wellbeing needs were well captured within support plans and staff delivered care in accordance with individual care plan tasks. Where required, the service responded well to people's changing health needs and sought appropriate advice and support which ensured that people received the right care at the right time. People's independence was promoted and if they were able to manage aspects of their own care, staff supported them to do so. People told us that they were involved in reviewing their support plan. We found that the plans contained detailed information on people's abilities and needs. Clear information on how to support individual's needs formed part of their plan which promoted consistency of care and good outcomes for people. Risk assessments were detailed and updated when there was a change in circumstances which meant people were kept safe. Plans also contained very good guidance regarding the management of medication, medical conditions and equipment to inform staff knowledge and practice. As a result, people would receive care and support that they needed.

Staff supported people with medication administration and prompting where required. Medication records were being completed correctly and checked by management. Other people were supported to take their medication independently if they could, and this allowed them to have as much control as possible in relation to their own medication.

People and their families welcomed the good communication that the service had with them; comments included: "I can phone any time, they keep me informed of any changes that are happening." People got schedules ahead of their care visits and so knew who would be delivering their care and at what time.

It was evident from our discussions with people, families and staff, that staff and management know people very well and that this helped inform staff deployment, mitigate the risk of a breakdown in communication and provide the desired care and support.

**How good is our staff team?****5 - Very Good**

At this inspection we examined staff recruitment as part of our core assurances and focused on assessing staffing arrangements.

We evaluated this key question as very good. We found people were supported by the right number of staff who had the right level of skill to meet people's assessed needs and in a way that meant they could remain at home.

Staff were being recruited safely. The provider followed national Safer Recruitment guidance. The process of recruitment was well organised and documented so that all the elements of the procedure were followed consistently and audited on an ongoing basis. Detailed policies and processes were in place to ensure that they fully monitor and comply with any restrictions placed on staff as part of their right to work in the UK. This meant people using the service could be confident that staff had been recruited safely and were working within their requirements, whilst keeping them safe from harm and risks.

There were effective systems in place to plan and manage calls, which meant there was good communication and a high level of continuity within staff teams. People described the benefits of having regular staff and how the office kept them up to date. Two people spoken with described consistency as being reassuring and made them "feel safe." Management and supervisors understood their role and contribution to the overall quality of the service and how they play an important part in building the staff team.

Staff described feeling supported and listened to, describing management as available and responsive. They had regular supervision and spot checks, which meant they were confident in working with any colleagues as "we all work as a team." They understood their role and responsibility, describing how they would respond to changing situations whether for an individual or where planned absence meant changes to deployment. This team approach promoted good information sharing and a positive atmosphere which benefitted the care and support for people.

**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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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