

Fraser Home Care Support Service

Brambly Hedge
Milton of Culloden
Inverness
IV2 7NU

Telephone: 01463 716 796

Type of inspection:
Unannounced

Completed on:
7 August 2024

Service provided by:
Fraser Home Care Ltd

Service provider number:
SP2015012463

Service no:
CS2015336319

About the service

Fraser Home Care is a care at home service and operates 7 days per week. The service is provided in people's homes. Planned visits to a person's home for care and support are made throughout the day between 7am and 10pm. Some people get one visit per day and other may get four or more depending on their care and support needs.

The service is based just outside of Inverness and currently is provided in the Inverness and surrounding areas.

About the inspection

This was an unannounced inspection which took place between 31 July and 5 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 13 people using the service and 10 of family members
- Spoke with 15 staff and management
- Observed practice and daily life
- Reviewed documents
- Received information from visiting professionals

Key messages

- People were respected and listened to
- Decisions were made with input from the person receiving support, their family members and the service
- Very favourable comments were made about staff and the care and support provided
- The service aimed to make sure staff were happy and motivated
- The management and office were seen as supportive and pro-active
- The service worked and communicated well with other agencies
- This service was open to new ideas and developments
- Management worked hard to overcome any challenges
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had an effective and well completed self-evaluation that was reflective of our findings.

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 this service as very good. There are very few areas for improvement and the service continued to strive to provide the very best care and support it could for people.

We found that service had very strong values at its centre. People were respected. Repeatedly, people told us they were always treated with respect and understanding when interacting with staff or when phoning the office. They were treated as individuals and even when the service could not always fully meet their choices and wishes, the service explained how they'd work toward meeting these. People were listened to and their choices informed their care and support.

The service aimed to be flexible and responsive. If someone wanted something altered then staff would listen. A person's independence, wishes, risks and needs were given careful consideration. Various factors were taken into account and conversations happened and what suited the person was the focus. The service was person led.

Fraser Home Care had very good systems for assessing a person's needs and wishes. The care and support provided was carefully monitored, and checks and review meetings were in place and working well. People can be reassured they have well trained staff providing safe and effective care and support. Management's oversight and checking processes also ensured this. People were assisted to a very good standard and this helped them to keep safe and well.

Most recording for people's care and support was on an electronic system - a specialist care app. Good, detailed guidance was available to staff on these systems and staff recorded carefully and accurately the support they provided during their visit. The electronic records also provided an opportunity for up to the minute monitoring of support visits by the office based staff. This helped make sure people were receiving support at the right time, as needed and nothing was being overlooked.

The service undertook regular surveys. Other ways to gain the views of people or their family members also happened. These measures helped to make sure people were happy with the care and support provided and that it continued to meet their needs and wishes. People can have confidence the service will seek their opinions and feedback to keep up the standard of, or improve the service they provide.

The service management were keen to keep developing the service. They were open to new ideas and we saw that they were trialling ways to assist people's social connectedness and, generally, their wellbeing. This reflected a service that was go ahead and put people first.

Most people were very satisfied with the care and support provided and communication with the service. However, one aspect that was not ideal was not always being informed when, on occasion, staff were running particularly late or there was change in which staff were attending. People understood that staff may have 'overrun' at a previous visit but it could cause concern when there was a long delay. The management reported on steps they had taken in making sure people were informed, taking account of certain considerations, but accepted they still had to find a better solution to this and said it was not that easy to address.

We did discuss with management that people's care and support information, at times, could be more detailed. Staff had a lot of knowledge of care and support for a person but sometimes increased written explanation and guidance would further ensure this. Overall, though, people's health and wellbeing was very well supported.

The service did very well managing the limited time allocated for visits. Staff focused on people, their needs and wishes and people received quality care and support.

How good is our staff team?

5 - Very Good

Fraser Home Care has a very good staff team. There were very good comments made about staff and staff we spoke with came across as motivated, professional and person centred.

We got a lot of feedback on staff from people supported and family members. Some comments were:

- 'They have empathy...they're cheery.'
- 'She's brilliant.'
- 'All easy to get on with. They smile and are friendly.'
- '99.9% of the staff are great.'
- 'They put my mother at her ease.'

We also found that staff reported very positively about their job. Quite a few said they 'loved it' and all said they felt very supported. As well as having strong caring and respectful values, staff came across as having good interpersonal skills and were able to put people at their ease. People had positive relationships with their staff members.

Staff had very good knowledge for care at home, received a range of suitable training and had good guidance to follow. Additionally, if they were unsure about anything or had a concern they felt confident to report this to their supervisors and were definite they would get good, sensible advice. Communication was a strength in this service both internally and with outside agencies such as the NHS. People can trust the staff's responsible approach to any concern they had.

Staff recognised they had some pressure due to the time limits on visits but managed this. They made sure the person they were supporting was the focus of their attention when visiting. People were relaxed with their staff members and this helped to make sure their health and wellbeing was well supported.

Safe recruitment procedures were followed and this helped to ensure suitable staff, with the right attitude and approach were employed. Induction was completed and training for staff was monitored closely to make sure they kept up to date with important matters so as to support people well. On an ongoing basis staff received supervision, team meeting opportunities and the management team would also undertake quality checks for staff. People can be reassured that staff are supported and assisted to undertake their responsibilities to a high standard. All this helps people to be safe and keep good health and wellbeing.

The service had ways for appreciating staff's good work and recognise their efforts. Staff felt valued and well led. This helped their enjoyment of working for the service and in providing support. As well as appreciating staff for its own sake, happy staff usually meant happy clients.

Overall, we found the staff team worked very well together. We found that management were fair and considerate and did not put undue pressure onto staff. There was very little for this service to improve on.

We mentioned to management that when staff raise concerns it would be good practice and courteous that they always get an update on this. Otherwise, it could feel as if it has been left without a conclusion and perhaps staff would still be worrying about it. Also, we mentioned again the need for detailed guidance for situations when staff need to a judgement, then a decision to take some action e.g for 'as required' medication.

We discussed with management any communication difficulties that could be experienced, particularly for people with dementia, and the management said they would be alert to any issues like this and address them. People can be assured staff are well supported.

We acknowledged that some pressures such as staffing levels and time pressures were ongoing challenges at this time. The management were continuing to seek ways to alleviate this.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure people can be confident that all staff have access to the right information about their current care and support needs, the provider should ensure, but not limited to:

- a) people's electronic care plans and risk assessments are always kept up to date;
- b) the quality of people's care and support is frequently evaluated and recorded and where a person's care needs or risk level changes, all care plans are updated accordingly; and
- c) people's plan of care is person-centred and outcome focussed.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.16).

This area for improvement was made on 2 February 2023.

Action taken since then

This area for improvement was met. We found that care plan and risk assessment information was up to date. The service was also responsive to any new concerns for a person's health or wellbeing. Communication within the service was very good, and clear and considered actions were taken to address any concerns for a person. We found that information included in a person's documentation was completed to a suitable standard and provided helpful information to guide and support staff. People using this service were supported to keep safe and well.

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
1.3 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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