

Cura Support Service

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Type of inspection:
Unannounced

Completed on:
7 August 2024

Service provided by:
Blessing Grace Limited

Service provider number:
SP2018013079

Service no:
CS2018364892

About the service

Cura is a care at home service and was registered with the Care Inspectorate on 30 January 2019. The service provides support to people living in West Lothian and Edinburgh. The service is provided from an office base in Broxburn, West Lothian.

Support is provided by a team of carers, team leaders, quality assurance officer and a registered manager. At the time of inspection approximately 183 people were being supported in their own homes by the service.

Cura state the aim of their service is: *'To deliver person centred services. We aim to provide person centred care and support in ways which have positive outcomes for service users and promote their active participation'*.

About the inspection

This was an unannounced inspection which took place on 30 and 31 July and 1 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 19 people using the service and nine of their relatives
- gained feedback from a further 18 people via a pre-inspection survey
- spoke with seven staff and management
- gained feedback from a further 20 staff via a pre-inspection survey
- observed practice and daily life
- reviewed documents
- spoke with health and social care professionals involved with the service.

Key messages

- People described how their care staff supported them in ways that were meaningful to them.
- Safe and effective recruitment practices were in place to recruit staff in accordance with good practice and national safer recruitment guidance.
- Induction and training were robust and staff told us they felt that they were well prepared to carry out their role.
- People were being supported to take their medications safely in line with their needs and wishes.
- 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?	4 - Good
How good is our staff team?	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 this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People we spoke with were happy with the level of care and support they received. Most people said that they had a regular team of carers who knew them well. People told us, *"My staff are very good and they always take care of me"* and *"The staff who come to see me are very kind and helpful"*. This meant that care staff could recognise signs of illness or changes in a person's needs.

People described how their care staff supported them in ways that were meaningful to them. People felt their care visits were punctual and reliable. People told us, *"They're reliable, respectable, and they're all very nice"* and *"I have a regular team. They're all lovely. And if I phone the office for anything they are good too. If I ask who's coming in next day, they tell me"*. This gave people confidence that they would receive the care and support they needed, when they needed it.

People were being supported to take their medications safely in line with their needs and wishes. Staff skills and knowledge around managing medication safely was good. Medication assessments had been carried out for people who required support with medication and there was a medication policy and robust training in place. This meant that people could be confident that staff were appropriately trained, competent and skilled in delivering support with medication.

Staff practice in terms of hygiene was good. We observed staff adhering to good practice with hand washing, and proper use and disposal of personal protective equipment (PPE).

Staff were attentive to people's needs around nutrition and hydration. Staff offered and prepared meals in line with people's wishes and preferences. Staff had good links with local health and social care professionals and liaised with them promptly when any concerns were identified.

A professional told us, *"In my experience carers are set high expectations by the care co-ordinators at Cura. Any issues are dealt with promptly. Clients are happy with the care provided and any complaints are rare"*.

How good is our staff team?

4 - Good

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

Safe and effective recruitment practices were in place to recruit staff in accordance with good practice and national safer recruitment guidance.

Induction and training were robust and staff told us they felt that they were well prepared to carry out their role. Communication between management and staff was good.

Staff felt well supported in their roles and worked well together to ensure people experienced good quality, personalised and meaningful support which met their needs and wishes. Staff told us that the management team were approachable. One staff member said, *"They help us to support service users to live their best life"*.

Growth within the service was being well-managed in a safe way and plans to further expand the service were being managed in line with staff recruitment activity to continue to ensure safe service delivery with small teams of staff who knew people well.

We observed staff in their practice and found them to be polite, respectful and attentive towards people. Staff who were new to the service described how they were supported and made to feel welcomed. This helped ensure staff worked well together.

Regular observations of staff were taking place and supervisions were planned to ensure staff felt supported and could continue to develop in their roles.

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

The provider should ensure that people's care and support is focussed on their individual aspirations. To do this the provider should:

a) ensure that personal plans outline the support that will be provided to help people to achieve this, and have sufficient detail to reflect their individual needs, rights, choices and wishes and what is important to them

b) ensure that care plans are accessible to people and to staff.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: -

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 3.07).

This area for improvement was made on 19 October 2023.

Action taken since then

People now have access to their personal plans and personal plans provide sufficient detail to reflect their individual needs, rights, choices and wishes, as well as what is important to them. Staff have access to people's personal plans. This ensures that people's care and support is focussed on their individual aspirations.

This area for improvement has been met.

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
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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