

All Care Services Ltd: Homecare and Housing Support Service Housing Support Service

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Type of inspection:
Unannounced

Completed on:
7 August 2024

Service provided by:
All Care Services Ltd

Service provider number:
SP2018013149

Service no:
CS2020379943

About the service

All Care Services Ltd was registered with the Care Inspectorate on 17 January 2019. It is registered to provide a Care at Home and Housing Support service to people living in the Edinburgh, West Lothian and Lanarkshire areas.

At the time of inspection the service was supporting approximately 75 people.

The aim of the service is *"To improve the quality of lives for the people using our services by providing person centred care and to promote independence and enable people to be cared for in their home for as long as possible"*.

About the inspection

This was an unannounced inspection which took place on 23, 24, 25 and 26 July 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 or received feedback from 22 people using the service and six of their relatives
- spoke with or received feedback from 25 staff and management
- observed practice and daily life
- reviewed documents
- received feedback from a professional involved with the service.

Key messages

- Staff developed meaningful relationships with people and it was clear that people trusted the staff who supported them.
- Support with medication was well-managed, with appropriate training and observations of practice regularly carried out.
- Safe and effective recruitment practices were in place to recruit staff in accordance with good practice and national safer recruitment guidance.
- Observations of practice and regular supervision helped ensure that staff were skilled and competent.
- 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.

Staff developed meaningful relationships with people and it was clear that people trusted the staff who supported them. Staff actively listened to people and were able to tell us about each person they supported and what was important to them. Staff employed creative approaches to promoting and supporting people's choices. One person told us, *"They're efficient. They do a good job. We have a chat, and we have mutual respect. They're very good, and I'm very comfortable with them. I have a regular staff team who are all regular and reliable"*. This meant that care staff knew people well and could recognise signs of illness or changes in a person's needs.

Staff were respectful and attentive towards people. We heard many examples of meaningful engagement with people, and of staff employing creative approaches to promoting and supporting people's choices. Relatives told us about how staff had made a difference in people's lives and said, *"We've landed really lucky, they're all great, and they go above and beyond; putting on her jewellery for her and helping her to choose clothes"* and *"They are regular, reliable, and they've all been really good at telling me I need to look after myself too"*.

People could be confident that staff knew when and how to access relevant professionals to support their health and wellbeing and there were good links to local health professionals. Staff were attentive to people's skin integrity and ensuring people had access to enough food and drinks of their choice.

Support with medication was well-managed, with appropriate training and observations of practice regularly carried out. This meant that people could be confident that staff were appropriately trained, competent and skilled in delivering support with medication.

People were fully involved in making decisions about their physical and emotional wellbeing through their personal plans and these were regularly reviewed and updated to ensure their support was carried out in line with their wishes and preferences.

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.

Staff were recruited in a way which had been informed by aspects of safer recruitment guidance. The process was well organised and documented. This meant that people could be assured that they would receive safe care and support.

The benefits of the robust induction and training programme which was in place, was evident in the practice of the staff we observed and their meaningful interactions with people.

Observations of practice and regular supervision helped ensure that staff were skilled and competent. One member of staff told us, *"Supervision sessions have been so helpful in supporting me to do an even better"*

job". This meant that people could be confident that staff had the necessary skills and competence to support them.

Staff worked well as a team and shared skills and knowledge to ensure people were supported consistently and confidently. This resulted in improved outcomes for people. People using the service and staff benefitted from a warm atmosphere because there were good working relationships between management and staff.

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 who were not involved in providing direct care and support to people understood their contribution to the overall quality of the service and played an important role in building the staff team. This resulted in the right number of staff with the right skills, working at the right times to support people's outcomes, and meant that staff had time to provide care and support with compassion and engage in meaningful conversations and interactions with people.

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 that people can have confidence that staff are trained, competent and skilled in delivering support with medication; the manager should ensure there are safe systems, appropriate training and accurate recording and monitoring in place. This is to ensure the safe administration and monitoring of medicines and to promote the people's wellbeing.

To do this, the service should:

- a) ensure all documentation and systems reflect the level of support identified in people's medication assessments
- b) ensure appropriate training and support for staff, and regular observations of practice
- c) ensure accurate recording through regular audits of medication support records.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 9 October 2023.

Action taken since then

Safe systems, appropriate training and accurate recording and monitoring of medication were now in place. Documents and systems all reflected the level of support in people's medication assessments and regular observations of practice were being carried out with staff. This ensured that people could have confidence that staff were trained, competent and skilled in delivering support with medication.

This area for improvement is met.

Previous area for improvement 2

The management team should submit relevant notifications to the Care Inspectorate in line with notification guidance.

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

'I use a service which is well led and managed' (HSCS 4.23).

This area for improvement was made on 9 October 2023.

Action taken since then

Some notifications had not been made to the Care Inspectorate in line with guidance. This was resolved during inspection and notifications were then up to date.

This area for improvement is met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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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