

Edinburgh Support Services & Healthcare Training Ltd Support Service

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Type of inspection:
Announced (short notice)

Completed on:
17 September 2024

Service provided by:
Edinburgh Support Services &
Healthcare Training Ltd

Service provider number:
SP2022000051

Service no:
CS2022000076

About the service

Edinburgh Support Services and Healthcare Training Ltd is registered as a Care at Home service providing care within the Southwest area of Edinburgh.

Edinburgh Support Services and Healthcare Training Ltd provides 24/7 and live-in care to adults and children over 10 living in their own homes. At the time of our inspection, the care service offered care and support to eight adults, currently supported by nine full-time staff members.

About the inspection

This was an announced short notice inspection of the service which took place on 11 September 2024 between 10:00 and 15:30 and on 12 September 2024 remotely between 09:00 and 15:00. 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 five relatives of people using the service. We also gave the opportunity for family/friends, health professionals and staff to complete an electronic questionnaire.
- We talked with members of staff and the management team.
- Observed staff practice and daily life.
- Reviewed a range of documents.

Key messages

- People could be confident staff supporting them were well informed and worked consistently to help them achieve the outcomes they had identified.
- Managers were responsive, visible, and available to staff and people they supported.
- Quality assurance processes covered several important key areas relating to the care of people using the service.
- Morale across the service was high, staff we spoke to said they were happy at their work. Staff felt well supported by management and confident in raising concerns.
- The service had worked hard to improve the quality of care and support plans since our last inspection.
- 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 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 this key question as good. There were several important strengths which taken together impacted positively on outcomes for people and clearly outweighed areas for improvement.

People experienced compassionate care and support because there was warm, encouraging, positive relationships between staff and the people they supported. This helps people to achieve their individual outcomes. People we spoke with told us staff were always friendly and attentive "Staff are very lovely and nice; we know the carers well", "The staff are awfully nice, mum adores them; they take good care of her".

Staff demonstrated knowledge of people's needs. This meant people could be confident staff supporting them were well informed and worked consistently to help them achieve the outcomes they had identified.

Support records we sampled contained good information to guide staff, daily notes were descriptive and linked to identified outcomes. People had access to their individual support plans which promoted their rights in relation to information held about them.

There were referrals made to health professionals where people's health changed or deteriorated. Staff recognised changing health quickly and this benefitted supported people by referrals being made promptly. One relative told us "I have complete confidence in the care team, if they were concerned about my relative's health or wellbeing, they would seek appropriate support and assistance".

The manager had a robust process in place for observing and monitoring incidents and accidents. This enabled the manager to highlight any issues, and report concerns accordingly to reduce further risk or harm.

At present the service supported people who had low levels of need around medication. Records of medication prompts were maintained. We concluded people could be confident the staff who supported them to take their medication safely had the correct knowledge and training.

How good is our leadership?

4 - Good

We evaluated this key question as good. There were several important strengths which taken together impacted positively on outcomes for people and clearly outweighed areas for improvement.

Managers were responsive, visible, and available to staff and people they supported. People receiving support told us, "I can call the office at any time if needed, my concerns are dealt with quickly"; describing being able to easily speak to someone and telling us they were approachable and responsive to any concerns highlighted.

The manager had worked hard to develop a full and comprehensive system of audits since the last inspection. Audits included monitoring of accidents and incidents, reviews of medication and analysis of care provision. This kind of oversight helped contribute to effective care delivery outcomes for supported people.

Quality assurance processes covered several important key areas relating to the care of people using the service. This meant people could be confident they were being supported by a team that was well led and there was an embedded culture of continuous improvement for people using the service.

To aid further improvements we discussed with the manager developing a continuous self-evaluation process which would highlight strengths, correct performance weaknesses, and develop unused skills and abilities. Self-evaluation enables care settings to reflect on what they are doing so they can get to know what they do well and identify what they need to do better.

The service had an improvement plan in place which gave us confidence they were committed to driving forward improvement.

The service had a complaint policy and procedure in place. There was a system in place to allow the management team to record and analyse any complaint received. There had been no complaints received at the time of inspection.

How good is our staff team?

4 - Good

We evaluated this key question as good. There were several important strengths which taken together impacted positively on outcomes for people and clearly outweighed areas for improvement.

Staff had been recruited in a way that made sure they were safe to care for people. Recruitment practices were good, documented clearly with relevant checks being undertaken.

New staff completed an induction process which included opportunities to shadow experienced staff until they felt competent to work on their own. This ensures people they support experience care that is provided by staff who are competent and knowledgeable about the needs and risk of each person.

There was a formal end of probation period review for new staff. Managers completed a comprehensive review of staff's abilities, competencies, skills and knowledge, seeking views from supported people and their families. This ensured people experienced high quality care, from a competent and reliable workforce.

Since the last inspection formal supervision of staff had taken place. Observations of practice had also been undertaken ensuring staff were confident, competent and skilled in fulfilling their roles. Regular supervision sessions provided staff with the opportunity to reflect on their practice and identify further development needs. We discussed linking observations of practice to staff supervision sessions so that clear feedback could be provided from the manager.

There was a previous area for improvement in relation to staff supervision, we concluded that this area for improvement had been met.

Staff we spoke with were committed, flexible and dedicated to providing the best possible service to the people they supported.

Morale across the service was high, staff we spoke to said they were happy at their work. Staff felt well supported by management and confident in raising concerns. This supported people to have a positive experience of their care as the staff team were enthusiastic and happy.

How well is our care and support planned?

4 - Good

We evaluated this key question as good. There were several important strengths which taken together impacted positively on outcomes for people and clearly outweighed areas for improvement.

The manager was in the process of implementing a new online care planning system, the management team was in the process of changing individuals records over to the new platform.

The service had worked hard to improve the quality of care and support plans since our last inspection. Care and support plans were personalised and gave good guidance to ensure people were well supported and safe. Support plans contained good, detailed information about people's personalities, interests and preferences which gave a real sense of what was important to the person.

People we spoke with told us that they had regular conversations with the manager about their support and that these were helpful to them in discussing their health and wellbeing needs and planning for their future support. It also gave them the opportunity to share their views about their experience of how well they felt supported.

Reviews of people's care needs had taken place; however, this was not consistently recorded. To reassure people their support plan contains the most current and up to date information the provider should ensure support plans are regularly reviewed with people, and/or their family/ representatives. (**See area for improvement 1**)

Areas for improvement

1. To make sure people experience high quality care that is right for them, the provider should ensure regular reviews of care and support are carried out with all significant people, particularly those who have third party legal responsibilities invited to participate. Reviews of care should be formally recorded detailing discussions held and any arising actions identified.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state: "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 1.15) and My needs as agreed in my personal plan, are fully met, and my wishes and choices are met" (HSCS 1.23).

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 there is a structured support and supervision system in place for staff which incorporates observations of practice in relation to medication and moving and handling practices. This is to support the ongoing development of staff, ensuring they are competent, skilled and able to reflect on their practice to continue to meet people's needs.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state: "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 24 August 2023.

Action taken since then

The manager had introduced scheduled supervision for all staff since the last inspection. Observations of practice have been undertaken ensuring that staff are competent and skilled. This provided staff with the opportunity to reflect on their practice and identify further development needs. We discussed linking observations of practice to staff supervision sessions so that clear feedback could be provided from the manager.

This area for improvement has been met.

Previous area for improvement 2

To make sure people experience high quality care that is right for them, the provider should ensure each supported person has an accurate, up to date personal plan, which sets out how their individual health, welfare and safety needs are to be met. This should include, but not be restricted to:

- Sufficient detail to enable the care and support to be carried out consistently by each carer in the way the person prefers and needs the care and support to be carried out.
- Information on current health conditions which is relevant to the care being provided.
- How mobility support is provided, including what and how equipment is used.
- How to communicate and respond to people experiencing care who have communication difficulties, cognitive and mental health issues and other communication conditions.
- Develop medication care plans, including topical medications and how and why these should be applied.
- People's life history and background (where agreed) to enhance trusting relationships.
- Regular reviews of care and support are carried out with all significant people, particularly those who have 3rd party legal responsibilities invited to participate.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state: "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 1.15) and "My needs as agreed in my personal plan, are fully met, and my wishes and choices are met". (HSCS 1.23)

This area for improvement was made on 24 August 2023.

Action taken since then

The service had worked hard to improve the quality of care and support plans since our last inspection. Care and support plans were personalised and gave good guidance to ensure people were well supported and safe.

Reviews of care and support had taken place, however there was no formal recording of discussions held and identified actions arising from reviews completed.

We have met this area for improvement and made a new area for improvement relating to reviews of care and support, please see detail under key question five "How well is our care and support planned".

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 leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	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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