

EHSAAS CARE Support Service

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Type of inspection:
Unannounced

Completed on:
4 September 2024

Service provided by:
EHSAAS CARE LTD

Service provider number:
SP2019013282

Service no:
CS2019373651

About the service

EHSAAS Care Limited is a support service providing care at home services to people living in their own homes. The service registered with the Care Inspectorate in July 2019 and is a privately owned company.

The service is provided in Livingston by one team of care assistants. There is oversight and management from a team of care co-ordinators, one care manager and the directors of the company.

There were approximately 70 people receiving a service at the time of the inspection.

About the inspection

This was a follow up inspection which took place on 4 September 2024. We made additional contact with the service in relation to progress on 12 July 2024. The inspection was carried out by an inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations we:-

- spoke with managers and staff within the service
- reviewed medication recording systems and documents, recruitment documentation, care and support documents and risk assessments.

This inspection was carried out specifically to follow up on the three requirements made in the inspection report dated 25 April 2024. These related to medication recording and guidance, recruitment, care planning and risk assessment.

Key messages

- People were supported to take their medication safely, and this was documented in line with best practice guidance.
- Recruitment of staff had been informed by all aspects of safer recruitment guidance as detailed in 'Safer Recruitment Through Better Recruitment'.
- Personal plans set out how each person's needs would be met, as well as their choices, wishes and preferences.
- Relevant risk assessments were completed identifying how to manage and minimise risks.

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
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

A requirement was made at a previous inspection in April 2024. The service had made significant improvements in relation to this requirement. The service had met this requirement at this inspection.

The requirement was in relation to medication support (**see section: 'What the service has done to meet any requirements we made at or since the last inspection'**).

As there were improvements in how people were supported with their medication, and how this was documented and audited to ensure support with medication was carried out safely, we have re-evaluated quality indicator 1.3 from adequate to good. The overall evaluation for this key question is good. An evaluation of good applies where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

How good is our staff team?

4 - Good

A requirement was made at a previous inspection in April 2024. The service had made significant improvements in relation to this requirement. The service had met this requirement at this inspection.

This requirement was in relation to staff recruitment processes (**see section: 'What the service has done to meet any requirements we made at or since the last inspection'**).

As there were improvements in this area which meant that staff were recruited safely, we have re-evaluated quality indicator 3.1 from adequate to good. The overall evaluation for this key question is good. An evaluation of good applies where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

How well is our care and support planned?

4 - Good

A requirement was made at a previous inspection in April 2024. The service had made significant improvements in relation to this requirement. The service had met this requirement at this inspection.

The requirement was in relation to care plans and risk assessments (**see section: 'What the service has done to meet any requirements we made at or since the last inspection'**).

As there was improvement in these areas which would have a positive impact on outcomes for people, we have re-evaluated quality indicator 3.1 from adequate to good. The overall evaluation for this key question is good. An evaluation of good applies where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 12 June 2024, the provider must ensure that people are supported to take their medication safely, with procedures that follow best practice guidance.

In order to achieve this, the provider must, as a minimum:

- a) update internal guidance to ensure definitions of prompt, assist, and administer medication follow current published guidance;
- b) carry out an assessment of people's support needs to identify which level of medication support they currently require and update people's personal plans to reflect this; and
- c) ensure that support with medication is accurately recorded on medication administration records.

This is in order to comply with regulation 4 (1) (a) (welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'My care and support meets my needs and is right for me' (HSCS 1.19); and

'If I need help with medication, I am able to have as much control as possible' (HSCS 2.23).

This requirement was made on 27 May 2024.

Action taken on previous requirement

The service had updated internal guidance to ensure definitions of prompt, assist, and administer medication follow current published guidance. Assessments of people's medication support needs were being carried out and appropriately reflected on people's care plans. Support with medication was accurately recorded on medication administration records and regularly audited. This meant that people were being supported to take their medication safely, using procedures that follow best practice guidance.

Met - outwith timescales

Requirement 2

By 19 July 2024, the provider must ensure that people can be confident that staff have been recruited and employed safely.

To do this, the provider must, at a minimum:

a) ensure that the recruitment of staff has been informed by all aspects of safer recruitment guidance as detailed in 'Safer Recruitment Through Better Recruitment'; and

b) staff do not start work until all pre-employment checks, including appropriate references, have been completed.

This is to comply with Regulation 9(2)(b) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

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

'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

This requirement was made on 27 May 2024.

Action taken on previous requirement

Processes had been improved to ensure that recruitment of staff was being informed by all aspects of safer recruitment guidance as detailed in 'Safer Recruitment Through Better Recruitment'. Pre-employment checks were completed prior to staff starting work, and were appropriately documented. This meant that people could now be confident that staff had been recruited and employed safely.

Met - within timescales

Requirement 3

By 30 August 2024, the provider must protect the health, welfare and safety of those using the service. This must set out how each person's needs are to be met.

To do this, the provider must, at a minimum, ensure that:

a) the personal plan sets out how the person's needs will be met, as well as their choices, wishes and preferences;

b) relevant risk assessments are completed identifying how to manage and minimise risks;

c) risk assessments are used to inform the personal plan;

d) personal plans are reviewed, with the person and/or their representative, at least once in every six month period or where there is significant change in the person's health, welfare or safety needs; and

e) people have access to a copy of their personal plan in a format of their choosing.

This is to comply with Regulation 5(1) and (2) (Personal Plans) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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 1.15).

This requirement was made on 27 May 2024.

Action taken on previous requirement

Personal plans set out how each person's needs would be met, as well as their choices, wishes and preferences. Relevant risk assessments had been completed identifying how to manage and minimise risks, and these were used to inform personal plans.

Personal plans were regularly reviewed, with the person and/or their representative, and people had access to a copy of their personal plan in a format of their choosing.

Met - within timescales

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
3.1 Staff have been recruited well	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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