

# Care at Home and Enablement Service Badenoch and Strathspey Support Service

Badenoch & Strathspey Community Hospital  
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**Type of inspection:**  
Unannounced

**Completed on:**  
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**Service provided by:**  
NHS Highland

**Service provider number:**  
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CS2019377297

## About the service

Care at Home and Enablement Service- Badenoch and Strathspey is provided by NHS Highland. The service office is located in Badenoch and Strathspey Community Hospital.

The service primarily provides care and support to people in their own homes. This service was set up to deliver short term reablement support to people living in their own homes, aiming to support people to regain or maximise their independent living skills. They also planned to provide care at home to those who required this in the longer term, until they were supported to transition to a private care provider. Currently, due to the limited availability of other providers in the local area, the priority in this service has been to provide mainstream long term care at home. This has resulted in limited capacity for reablement provision.

## About the inspection

This was an unannounced inspection which took place on 2 and 3 September 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 five people using the service and four of their family
- Spoke with seven staff and management and received responses to our survey by six staff
- Observed practice and daily life
- Reviewed documents.

## Key messages

- People experiencing care and their families were very happy with the care and support they received.
- Despite some recruitment difficulties, people experienced very good outcomes.
- Staff worked exceptionally well as a team to the benefit of those they were supporting.
- Staff were very good at maintaining meaningful relationships with people.
- 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?	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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People experienced respect, kindness and compassion from a dedicated staff team who put the person first. Staff were warm in their interactions and regularly checked in with people to ensure they had everything they needed. One person said, "They do what they are supposed to do. I am very pleased." and another described staff as, "friendly, kind and respectful." People then could feel at ease with those providing their care and support.

Improvements had been made to the staff shift rota which made it easier for people to know which staff to expect in their home. The management team said they had taken on board feedback from people and their families and worked hard to communicate which staff would be visiting. One person we spoke with said, "I went through a phase where I had to wait and see. Now the four days on and off is working well so I know who will be here." Another person said, "The continuity of care has improved with this system." This meant people knew who was providing their care and support on a day to day basis.

Staff understood their role in supporting people's health and wellbeing. Staff gently encouraged independence and followed planned care. People said staff knew them well and were aware of what care and support they needed. One family member said, "They know everything about (name)." And a person experiencing care said, "Oh they know me well, definitely." All staff we spoke with correctly described what they would do should there be a change in a person's health or behaviour and their responses included making a referral to the relevant professional. Records showed that referrals to other professionals were made timeously. Family members described times when staff called a health professional for their loved one. People then could be confident they would receive support from the appropriate health or care professional when required.

People's care plans gave personalised information that detailed how their support should be provided however, some individual risk assessments would benefit from more detail to aid staff's understanding of actions to take should a risk occur. Staff said they were reassured they had access to the most up to date information via a digital system the service was in the process of migrating to. There were some geographical connectivity issues that meant staff could be delayed in recording an entry, however a process was in place to ensure information was recorded and communicated to the relevant people as soon as possible. The manager was aware of the connectivity issues and had planned to make improvements. This meant people could be confident any changing needs and wishes were being communicated to the relevant people.

## How good is our staff team?

5 - Very Good

We found significant strengths which supported positive outcomes for people, therefore we evaluated this key question as very good.

Teamwork between staff was very good. There were various ways staff could communicate with one another. The service was migrating to a digital system that allowed staff to add general messages to the rest of the team or to individual staff members. This ensured all relevant staff were aware of important information about any changes in people's health or care. Staff described having good peer support and an

approachable management team and said they were reassured that there was always someone there to talk to when they needed advice. One staff member said, "Teamwork is brilliant with all of the team." This had positive outcomes for people who could be confident of experiencing a warm atmosphere.

Although there were some staffing vacancies, people continued to experience positive outcomes. Staff worked flexibly during staff absences and communicated well with each other and with people and/or their nominated representative about any changes. The management team had tried hard to recruit but had not been successful, so were recruiting again in line with the NHS Highland recruitment procedure. While no formal staffing tool was in use, the management team were careful not to agree to more packages of care than they could cater for. They acknowledged they would like to be able to support everyone who needed it but wanted to ensure staff had the time required to provide care and support with compassion and engage in meaningful interactions with people.

There was an unhurried atmosphere during visits to people's homes. Staff took the time required to communicate with people to make sure they had everything they needed prior to the next scheduled visit. Staff listened patiently and responded kindly and respectfully to any questions or requests. Staff were eager to ensure they attended people on time and remained calm and focused on the person, even when they were busy. This meant people could expect staff to be there at the right time and their care and support to go ahead as scheduled.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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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