

Abbey Care Services Support Service

9 Ogilvys Close
Kirriemuir
DD8 4EX

Telephone: 01575 570 838

Type of inspection:
Announced (short notice)

Completed on:
5 September 2024

Service provided by:
Abbey Care Services

Service provider number:
SP2006008253

Service no:
CS2005111262

About the service

Abbey Care Services is registered with the Care Inspectorate as a support service - care at home, to provide support and care to people in their own homes.

The service is based in Kirriemuir and operates over a large geographical area in Angus. The service is available to people from age 16, up to and including older people.

About the inspection

This was a short notice inspection which took place on 4 September 2024 and 5 September 2024. The inspection was carried out by two inspectors 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 four people using the service
- spoke with three of their family members
- spoke with six staff and management
- shadowed staff and observed practice
- reviewed documents.

Key messages

- There was a high level of satisfaction among people experiencing care.
- The values in the service reflected the Health and Social Care Standards.
- Support packages are flexible and tailored to people's needs.
- Staff knew people very well and staff took every opportunity to engage with people in a meaningful way.
- Communication was good and people received the right care at the right time.
- Staffing arrangements for the service are determined by a process of continuous assessment.
- The provider is committed to support development to upskill staff.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service has begin to use self-evaluation. Further work is required to develop this approach to support improvement.

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.

There was a high level of satisfaction among people experiencing care. People found the service to be dependable and reliable. People told us they trusted the carers and formed good relationships with them. One person shared, "The staff brighten my day, I look forward to them coming".

People using the service told us they felt valued and well supported. This was observed during our inspection. People told us communication was good. There was a on call system in place which gave people peace of mind. One person shared, "I feel safe knowing there is always someone to contact".

The values in the service reflected the Health and Social Care Standards. As a result, people's rights were upheld and promoted.

The person and their family were seen as the expert of their situation. People and their families were active participants in the care planning process. One family member shared, "I'm always invited to reviews, I'm the voice for my husband and I feel very much included and listened too".

Support packages are flexible and tailored to people's needs. We observed consideration of staffing and recruiting specifically for someone's needs. We heard how this enriched the life of this person experiencing care. The service tried hard to accommodate changes as these arose for people using the service. For example, services were adapted around medical appointments.

The provider regularly sought feedback from people and held regular reviews. We were satisfied people were receiving the care and support that met their needs, wishes and preferences.

We observed good systems and processes in place for people and this promoted their wellbeing and rights. For example, personal plans we sampled included, robust information about people's needs, preference's and views.

Staff knew people very well and staff took every opportunity to engage with people in a meaningful way. Staff were not rushed and had time to tend to more than basic care needs. One person shared, "I can't get out to the hairdresser anymore, but staff take the time to put my rollers in, it's really important to me".

Staff in the service understood their role in supporting people's access to healthcare and this enriched people's wellbeing. For example, one service user was supported to undertake their exercises with a carer. They shared, "My goal is to walk again and the carers help me every step of the way - I really feel like they care, and it helps me achieve my goal".

People's well-being was promoted because rigorous processes were in place to support effective communication about changes to people's well-being. For example, there was an alert system in place which was fed directly to the leadership team who responded timeously. We were confident people received the right care, at the right time.

We observed robust policies and procedures in place to support and guide staff and this included, a contingency plan for any adverse weather. There was also guidance for staff if a family member or more support is required in a care package.

The service has a service improvement plan focussed on the Care Inspectorate key questions. This could be developed to include, sign off when things are completed to support continuous improvement.

Medication level assessments are in place and people are supported in a way which meets their needs.

How good is our staff team?

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 told us staff were dependable and reliable. Staff were generally on time and if they were to be late the office would call ahead. People felt well informed and confident about the care they were receiving.

People told us that care staff were consistent and they always knew in advance who would be supporting them. This allowed people experiencing care to build trustworthy relationships.

Staffing arrangements for the service are determined by a process of continuous assessment. Information was gathered in a variety of ways including, direct feedback from people, staff and families. Staff were matched to people and this provides continuity and helps meet people's changing needs.

Staff told us they really enjoyed their role at Abbey Care Services and this was observed in their passionate approach to enriching the lives of people they supported.

The provider promoted staff wellbeing. This was evident within the supports available to staff. Staff told us they felt valued and well supported. One staff member shared, "It is a great place to work, we are listened to". We observed all staff working in a way that reflected the Health and Social Care Standards.

The provider is committed to support development to upskill staff. We observed staff had regular supervision and an annual appraisal. Staff were very well supported. There was a well organised supervision planner and alert system to the leadership team.

We observed an open-door policy at the office and staff were encouraged to attend the office anytime to discuss concerns or issues they may have. This ensured people were well cared for and staff had the necessary skill and competence to carry out their role.

People can have a say in who provides their care and support. This helps build successful relationships. One person shared, "I requested a specific carer as I got on so well with them, it works great".

People using the service and staff benefit from a warm atmosphere because there are good working relationships. Staff worked well together as a team and were not under pressure to rush visits. As a result, people experienced care and support at their pace and we observed good outcomes for people.

Staff who are not involved in providing direct care and support to people understand their contribution to the overall quality of the service. For example, we observed office staff signposting people to relevant services and providing advocacy when required.

We observed good partnership working with other agencies and this promoted people's well-being. A family member shared, "I have peace of mind, the staff are so kind and respond very quickly".

We were confident staff were recruited in a way that was informed by all aspects of safer recruitment guidance. All relevant checks and documentation were in place and this promoted people's wellbeing and safety. The recruitment process was well organised and this included regular audits to ensure compliance.

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 help keep people safe the provider should ensure staff implement safe practice in infection prevention and control.

This should include but is not limited to, undertaking competency assessments and observations of practice in relation to:

- a) the use of Protective Prevention Equipment (PPE)
- b) disposal of clinical waste, including PPE
- c) hand hygiene.

This is to ensure that the 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 2 March 2023.

Action taken since then

There was information in the service improvement plan to follow up from the previous inspection. We observed actions being taken in relation to PPE such as, additional training. Staff told us they have access to appropriate PPE and they understand and implement safe practice.

Staff knowledge was good in relation to infection prevention and control. We observed the right processes were followed in relation to the use of PPE and the disposal of clinical waste. This helped reduce risk of cross infection for people.

There were regular observations of practice for staff. The manager advised they are in the process of implementing hand hygiene and we have confidence this will be driven forward.

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?	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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.