

Transitions Care Ltd Housing Support Service

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Type of inspection:
Unannounced

Completed on:
26 September 2024

Service provided by:
Transitions Care Limited

Service provider number:
SP2004006422

Service no:
CS2007145497

About the service

Transitions Care Ltd provides housing support and care at home for people who live in central Aberdeenshire.

They support people who have a wide range of needs. The support provided varies from very short periods of care to high input packages. Transitions Care 'supports people to lead their lives, access services and achieve their hopes and dreams'.

About the inspection

This was an unannounced inspection which took place on 24 September and 25 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 six people using the service
- spoke with six of their family members
- spoke with seven members of staff and the leadership team
- observed practice
- reviewed documents
- reviewed feedback collated from questionnaires from four staff and six external professionals.

Key messages

- People and their families spoke very positively about the care received.
- Staff knew people very well and took every opportunity to engage with people in a meaningful way.
- Support packages were flexible and tailored to people's needs.
- The service was very well led and organised.
- The staff team was consistent and stable.
- The provider promoted staff wellbeing and staff morale was good.
- Notifications to the Care Inspectorate needs to improve.
- 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.

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 were high levels of satisfaction from people that received care. People spoke very positively about the care they received. People told us they felt listened to and were valued. One family member shared, "they put my dad at the centre of every decision".

Staff knew people very well and took every opportunity to engage with people in a meaningful way. People were not rushed and were able to go at their own pace. We observed staff being friendly, professional and courteous at all times. This enriched the lives of people experiencing care. One person shared, "the staff are fantastic".

People received support that was dignified and nurturing. We concluded that the values in the service reflected the Health and Social Care Standards. As a result, people's rights were upheld and promoted.

There were rigorous processes in place to support effective communication about changes to wellbeing. Staff recognised changing health needs and shared this information quickly and with the right people. This supports people's health and wellbeing.

Formal processes were clearly documented and the right actions were consistently taken to promote people's safety and wellbeing. Staff were aware of accidents and incidents to report. Whilst we saw this was the case, the service was not notifying the Care Inspectorate in line with guidance. We discussed expectations with the leadership team and appropriate guidance was shared. We are confident the manager will drive this area for development forward and we will follow this up at our next inspection.

People were fully involved in making decisions about their physical and emotional wellbeing through their personal plans. The person and their family were seen as the expert of their situation. People told us they were involved in the review process and any adjustments were made timeously by the provider.

People were consulted regularly and this helped inform their care. People were offered choice at their support visits and these choices were treated with respect and dignity.

Support packages were flexible and tailored to people's needs. The service tried hard to accommodate changes as they arose. We observed staff advocating for people to ensure they received the right care and to meet appointments.

People's wellbeing benefitted from enjoying their food in an unhurried and relaxed atmosphere. People were given lots of choice and this enriched their experiences.

Medication level assessments are in place and people are supported in a way which meets their needs. We were confident people received the right medication at the right time.

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 using the service and staff, benefitted from a warm atmosphere because there are good working relationships. Staff told us they felt very well supported and that there was an open-door policy at the office. One staff member shared, "I've had some personal issues, but my manager has been so flexible and supportive, it has helped me so much".

The service was very well led and organised. It benefitted from a committed and experienced management team who worked well together. A visiting professional shared, "the team are very responsive always go that extra mile".

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. This provides continuity and helps meet people's changing needs. A visiting professional shared, "I find Transitions Care service managers very approachable. They are very supportive when trying to accommodate service users' needs".

Staff were confident in building positive interactions and relationships with people. People were at ease and really appreciated the care they received. A family member shared, "They are all brilliant, I love them, they are so good, if I have a problem, I share it with them".

People told us the staff were dependable and reliable. Staff were on time and people were told in advance who would be providing their care. As a result, people told us they felt well informed and included, "I know all my carers really well now and they know me".

The staff team was consistent and stable. This allowed people experiencing care to build trustworthy relationships. This was evident throughout our inspection.

The provider promoted staff wellbeing and staff morale was good. This was evident within the supports available to staff. Staff felt appreciated and valued within their role. One staff member shared, "my mood is so much better working at Transitions, I feel reassured, and this helps me deliver better care".

Staff we spoke to told us they really enjoyed their role and this was evidenced within their passionate approach to enrich the lives of people they supported. One family member shared, "we look forward to the carers coming, my husband lights up when they come".

We observed good partnership working with other agencies and this promoted people's well-being.

There was a whole team approach. Staff who are not involved in providing direct care and support to people understood their contribution to the overall quality of the service.

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.

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

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