

1st Homecare Ltd - Falkirk Housing Support Service

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Type of inspection:
Unannounced

Completed on:
8 November 2024

Service provided by:
1st Homecare Ltd

Service provider number:
SP2005007703

Service no:
CS2019378230

About the service

1st Homecare is a subsidiary company to Real Life Options which provides care services across the UK. They currently have services in four areas of Scotland: Fife, Falkirk, Irvine and Dumfries.

The Falkirk branch is registered to provide a support service to children, adults and older people living in their own homes.

The service is well established (2006) and has a modern and accessible office base in Calendar Park in Falkirk. They provide services in the Falkirk areas including Denny, Grangemouth, Bonnybridge and Polmont.

1st Homecare state that their vision is to be recognised as leaders in enabling people to reach their potential with a purpose of providing excellent social care and support.

About the inspection

This was an unannounced inspection which took place on 6, 7 and 8 November 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 nine people using the service and three of their relatives.
- spoke with 15 staff and management.
- observed practice and interaction with service users.
- reviewed documents.

Key messages

- People trusted the people supporting them and thought they understood their needs well
- Staff had formed close professional relationships with people they supported
- People thought that communication with the service was good and that they were responsive to them if there were any changes in their needs or planned support
- People thought the service was well managed.

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

In this part of the inspection report we considered the following quality indicator:

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support.

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people.

The service had very good oversight of people's health needs as it pertained to their care. They ensured during their arranged visits that people were feeling well in themselves and noticed any changes to people's health or mobility that may require further investigation. Care was not task centred and whilst staff were busy, they had some time to spend with people.

Staff had built good relationships with people and those who were important to them. We saw staff being included in conversations with family members taking place within people's homes. They knew people very well, paid attention to them and understood what was happening in their lives. This meant they could anticipate issues which may impact upon people's wellbeing and care. They worked flexibly with people, people could cancel visits if required by contacting the office or speaking to their carer and if family were visiting and wished to carry out their relative's care themselves, staff accommodated them. People experienced being spoken to and listened to in a way that was courteous and respectful with their care and support being the main focus of people's attention.

Issues arising from conversations that staff had with supported people were communicated to office staff for actioning if required, or for further communication with other relevant individuals including external professionals. This helped ensure people's arranged support continued to work well for them, including as their needs changed. People we spoke to said that the service checked with them regularly, both informally and via formal six month reviews to ensure that their needs continued to be met well. One person told us "I have the best carers who mean a lot to me. They make sure I am ok and give me everything I need. I am like a gran to them." Another said "I get on well with all the girls that come in and cannot thank them enough." This meant that people's care and support was consistent and stable because people worked together well.

People were encouraged to participate in their usual routines with staff assisting where the person would like them to. This encouraged people to participate and to maintain their activities of daily living with associated benefits for their mobility and overall wellbeing. Choice was promoted (amongst other things) in terms of what people wished to eat and where they would like to eat. This helped people to enjoy their meals and potentially to eat better than they otherwise would. One person told us her meals were always very good.

When being supported to take medication the level of support the person required was assessed with people's independence and control promoted. This helped ensure that people took necessary medication safely and consistently. Staff received training on health conditions which impacted people and protocols were in place for specific conditions which affected people's functioning.

People's safety when staff were not present was considered. People were encouraged to wear their MECS bracelets should they require assistance. Staff ensured that properties were left tidy and secure before leaving in order that people were safe and well in their own homes.

How good is our staff team?

5 - Very Good

In this part of the inspection report we considered the following quality indicator:

Quality Indicator 3.3: Staffing arrangements are right and staff work well together

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people.

Staff were recruited in line with safer recruitment through Better Recruitment guidance. The service pre-screened potential new staff via a completed application form, requesting and receiving two references and value and competence based interviewing. Staff underwent PVG checks in order to safeguard vulnerable people being supported by the service, were registered with the SSSC and understood the Codes of Practice they should adhere to.

New staff completed a six month probation period where they received ongoing support in the form of competence based spot checks, check-in calls to ensure they were supported and formal supervisions which focused on their professional development and ensured that their learning needs were met. This involved staff working together as a team as peer review was part of this process. It helped new staff settle into their new role and get to know and build good working relationships with people they would be working with and to learn from them. This process encouraged staff to reflect on their practice continuously. This meant that people could have confidence in staff because they were trained, competent and skilled, able to reflect on their practice and follow their professional and organisational codes.

Staff told us they could familiarise themselves with the care plan for people they supported before they commenced working with them. They were given clear directions which both allowed them to meet the needs of the person and to plan their time well. Staff were encouraged to keep good records so that management could check care had been delivered according to the care plan and to provide a running record of the person's required needs and presentation over time. This was particularly useful if changes were required. They could read daily notes on their care planning app so could update themselves on any changes quickly, which was useful for staff who had been absent for any reason. Staff worked on a four on - four off rotation. This created stability in the core team supporting individuals. Staff got to know people they were supporting and other members of staff, working with the same people using the service well.

Staff could access information relating to their role, policies and procedures and organisational standards easily. This meant that people using the service could build a trusting relationship with people supporting and caring for them in a way that they both felt comfortable with.

A good variety of online training was available to staff. This aimed to broaden staff's knowledge base, to meet the needs of people using the service and to develop staff's particular interests. In order to ensure good understanding of the training offered and application in practice the service have devised training competencies enabling management to have a good overview of staff's performance in relevant areas. This will inform the arrangement of staff training on an ongoing basis. Staff relationships and professional development were further supported via team meetings and twice yearly supervisions. Staff felt they were communicated with well and kept well informed about what was happening within the organisation.

Staff liked working for the service and felt they were treated fairly and respectfully. The service listened to their staff and responded to issues raised by them. During reviews people were very complimentary towards the staff who were supporting them.

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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