

CarePlus Housing Support Service

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Type of inspection:
Unannounced

Completed on:
3 October 2024

Service provided by:
Ian Culley Trading as CarePlus

Service provider number:
SP2006008670

Service no:
CS2006138764

About the service

CarePlus is an independent care organisation, providing support to people in their own homes on the Isle of Bute, the Isle of Luing and the Isle of Seil. In the summer of 2022, they took over a service in Oban at the request of the local Health and Social Care Partnership. The service operates from office premises in Rothesay.

The service aim is "to ensure that all of the people we support receive the highest quality support while respecting their privacy and dignity."

About the inspection

This was a follow up inspection, to look at progress in responding to a requirement which had been made following a complaint investigation, which took place on 31 July 2024. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service and the action plan they submitted following the complaint. In addition, we spoke with the manager and reviewed documents.

Key messages

The service had made progress in meeting the requirement.

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

Requirements

Requirement 1

By 20 September 2024, the provider must ensure that medication is managed in a way that protects the health and wellbeing of people. To do this the provider must ensure, at a minimum;

- a) demonstrate that staff are aware of and follow the service policy and procedure on medication
- b) staff are directly observed on a regular and continuing basis to ensure competence in the administration of medication
- c) care plan information is clear and sets out the tasks and responsibilities for staff in respect of medication
- d) all medications are administered in accordance with the prescription
- e) all staff adhere to safe recording practice when completing medication administration records.

This requirement was made on 8 August 2024.

Action taken on previous requirement

Copies of the medication policy and procedure were circulated to all staff and sampled records confirmed that staff had signed to confirm they had read and understood this. People's support plans set out the support required in respect of medication, and we noted that the role of external specialist healthcare services was clearly identified.

We viewed records from August and September 2024 which showed that direct observations of staff medication practice were being completed and signed off by the manager. The medication administration records had been completed appropriately and this showed that medications were being administered in line with the prescription. A system of audit was in place and was being used to identify any issues in respect of medication management for people. Overall, we were satisfied that progress had been made and this requirement had been met.

Met - within timescales

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

The provider should ensure that systems are in place to communicate with family/representatives regarding any incidents relating to the health and wellbeing of people supported by the service.

This area for improvement was made on 8 August 2024.

Action taken since then

This area for improvement was not assessed at this inspection.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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