

Hillcrest Futures Angus Homecare Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
11 November 2024

Service provided by:
Hillcrest Futures Limited

Service provider number:
SP2003000083

Service no:
CS2019376973

About the service

Hillcrest Futures Angus Homecare service provides a combined Care at Home and Housing Support Service for adults and older people with a physical disability, sensory impairment or mild mental health problem within their own homes and within the wider community.

The provider states;

'The service provides a wide range of care and support to individuals such as personal care, assistance with bathing and showering, assistance with meal preparation and eating and drinking, support with continence care, moving and handling including the use of equipment to aid moving and handling, palliative and end of life care, assistance with prompting and administration of medication, supporting activities within the community and keeping in touch with family and friends'.

The service registered with the Care Inspectorate on 14 February 2020.

About the inspection

This was a short notice announced inspection which took place on 06 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.

This was a follow up inspection to review how the provider had addressed the requirement made at our previous inspection on 08 July 2024.

In making our evaluations of the service we:

- spoke with the manager
- reviewed relevant documentation.

Key messages

This was a follow up inspection that focussed on a requirement made at our previous inspection.

We found that recruitment practices reflected best practice. Leaders were aware of and followed 'Safer Recruitment Through Better Recruitment' guidance. This meant people could be reassured recruitment checks were completed prior to staff commencing employment which helped to keep people safe.

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

Requirements

Requirement 1

By 31 August 2024, the provider, must ensure that people are kept safe by ensuring people are supported by staff who have been recruited in line with 'Safer Recruitment Through Better Recruitment' 2023 guidance.

In order to achieve this, the provider, must at a minimum:

- demonstrate that all staff are being recruited in line with best practice guidance in order to meet legal and regulatory requirements;

This is in order to comply with Regulation 9 (SSI 2011/210) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services Regulations 2011).

This is also to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

This requirement was made on 8 July 2024.

Action taken on previous requirement

We sampled recruitment records for staff who had been employed since our last inspection.

We found that practice had improved. Leaders were aware of the best practice guidance 'Safer Recruitment by Better Recruitment'. Recruitment checks had been completed prior to staff commencing employment which helped to keep people who use the service safe.

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

To ensure that where appropriate, people receive appropriate support to manage their finances, the manager must ensure that;

- Staff are knowledgeable about their roles and responsibilities
- That any audits are effective at ensuring safe practice that protects peoples financial affairs.
- That prompt action is taken to address any concerns or inaccuracies in peoples finances.

This is to ensure that support is consistent with the Health and Social Care Standards (HSCS), which state that: 'If I need help managing my money and personal affairs, I am able to have as much control as possible and my interests are safeguarded' (HSCS 2.5).

This area for improvement was made on 8 July 2024.

Action taken since then

We did not fully evaluate this area for improvement during this inspection. We will review this at a future inspection.

Previous area for improvement 2

To ensure that people's rights are protected, the manager should ensure that staff have access to and understand current legislation and good practice guidance in this area.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: ' My human rights are protected and promoted and I experience no discrimination' (HSCS 1.2) and 'If my independence, control and choice are restricted, this complies with relevant legislation and any restrictions are justified, kept to a minimum and carried out sensitively' (HSCS 1.3).

This area for improvement was made on 8 July 2024.

Action taken since then

We did not fully evaluate this area for improvement during this inspection. We will review this at a future inspection.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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