

Avicenna Care Support Service

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Type of inspection:
Announced (short notice)

Completed on:
23 October 2024

Service provided by:
Avicenna Care Limited

Service provider number:
SP2018013078

Service no:
CS2018364867

About the service

Avicenna Care at Home service provides support to people living in their own homes in the Kirkcaldy, Glenrothes, and surrounding towns of Fife. The service supports adults who have a range of support needs, including those who have physical conditions, are physically frail, and/or living with dementia.

About the inspection

This was a short notice announced inspection which took place on 23 October 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 management and reviewed documents.

Key messages

N/A

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

Requirements

Requirement 1

By 05 September 2024, to ensure positive outcomes for people who use this service the provider must use current best practice guidance to develop effective falls management strategies.

In order to achieve this, the provider must:

Ensure that risk assessment information is being used to inform personalised and meaningful falls prevention care plans. These must be regularly reviewed and updated, to reflect changes in individual circumstances, presentations, and care needs.

Be able to demonstrate adequate monitoring and supervision when people are identified as at risk in the environment.

Be able to demonstrate that staff have a clear understanding about recording and reporting following a suspected head injury.

Be able to show evidence of regular on-going monitoring and evaluation of records to demonstrate that staff have a clear understanding about their role and responsibilities in relation to falls and can demonstrate this through their practice.

This requirement was made on 24 July 2024.

Action taken on previous requirement

The service has put an action plan in place to manage the improvements needed. We could see progress is being made to update people's care plans with essential information in relation to falls management strategies to support and guide staff practice. Staff training has been carried out, and this included record keeping and incident reporting/recording. This requirement has been met. However, these practices need to be embedded to ensure that improvements are sustained.

Met - within timescales

Requirement 2

By 05 September 2024, the provider must support people to ensure they achieve good skin care outcomes to maintain their health and wellbeing.

To do this, the provider must, at a minimum:

Ensure documentation is accurate and sufficiently detailed to be able to demonstrate that people who use this service receive consistent support with tissue viability.

Be able to show evidence of regular on-going monitoring and evaluation of records to demonstrate that staff have a clear understanding about their role and responsibilities to meet peoples' needs in relation to tissue viability and can demonstrate this through their practice.

Ensure all staff receive training on skin assessment and care and pressure ulcer prevention.

This requirement was made on 24 July 2024.

Action taken on previous requirement

The service has put an action plan in place to manage the improvements needed. We could see progress is being made to update people's care plans with essential information in relation to tissue viability to support and guide staff practice. Staff training has been carried out, and this included skin assessment and care. This requirement has been met. However, these practices need to be embedded to ensure that improvements are sustained.

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

In order to ensure good outcomes for people experiencing care, the service should ensure that people are included in their assessments and care plans. Care and support plans should clearly reflect people's individual choices and preferences and should be reviewed regularly to ensure that their needs are being met.

This area for improvement was made on 24 July 2024.

Action taken since then

Not assessed

Previous area for improvement 2

To support people's wellbeing, the provider should ensure people's support plans contain sufficient information to guide staff on how to best meet their needs.

This should include accurate information on the application of topical preparations including the name of preparation and the exact body part it is to be applied to.

This area for improvement was made on 17 April 2024.

Action taken since then

Not assessed

Previous area for improvement 3

To support effective recruitment, you, the provider, should follow guidance from the 'Safer Recruitment Through Better Recruitment' resource.

This area for improvement was made on 17 April 2024.

Action taken since then

Not assessed

Previous area for improvement 4

To support the health, welfare and safety of people who use the service, the provider should ensure that all personal plans have up to date and detailed risk assessments in place. These should accurately reflect risks that have been identified, the assessment of these, and steps to be taken to reduce and/or mitigate the risks.

This area for improvement was made on 17 April 2024.

Action taken since then

Not assessed

Complaints

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

To find out more

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