

Avenue Care Services Falkirk Support Service

Avenue Care Services
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Telephone: 01324430575

Type of inspection:
Announced (short notice)

Completed on:
28 October 2024

Service provided by:
Avenue Care Services Limited

Service provider number:
SP2018013172

Service no:
CS2024000046

About the service

Avenue Care Services Falkirk, the service provides a care at home service to people living in the Falkirk area. The service operates from an office in Aberuthven.

The service registered with the Care Inspectorate on 7 February 2024.

The service vision is to:

"specialises in providing bespoke care packages for adults of all ages who want to live independently in their own homes with the right amount of support, with who have the skills and competence to help improve the lives of all our service users, including healthy adults. Our service users may find that they need assistance with tasks such as housekeeping, meal preparation and more."

At the time of inspection the service was supporting around 140 people in their homes.

About the inspection

This was a focussed follow up inspection which took place on 28 October 2024. The purpose was to follow up on one requirement and one area for improvement made at the inspection on 4 July 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 staff and management
- reviewed documents.

Key messages

- People could be assured that people received care and support that is right for them due to the improvement made in the quality of recording within the support plans.
- Some improvement had been made to the recording of medication, however we still found some gaps in recording, was required to ensure the training and the change in documentation was imbedded into staff's practice.

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 is our care and support planned?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How well is our care and support planned?

4 - Good

This was a follow-up inspection to check the progress on the improvements we had required the provider to make. Details of our findings can be found within this report under "Outstanding Requirements."

Because the provider had taken action in response to a requirement we made in July 2024 and we found several important strengths, taken together, clearly outweighed areas for improvement. The strengths identified had a positive impact on people. Therefore, we have re-evaluated quality indicator 5.1 from Adequate to Good.

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

Requirements

Requirement 1

By 28 October 2024, the provider must improve the quality of recording within care plans to ensure that people receive care and support that is right for them.

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

- a) each person has a detailed support plan which reflects a person centred and outcome focused approach directing staff on how to meet people's care and support needs
- b) support plans contain accurate and up-to-date individualised risk assessments, which direct staff on current or potential risks and risk management strategies to minimise risks identified
- c) future needs are anticipated, documented and reviewed
- d) support plans are regularly reviewed and updated with involvement from people, relatives and advocates (if required)
- e) detailed care reviews are undertaken regularly which reflects people's care needs and preferences.

This is to comply with Regulation 5(2)(b) (Personal plans) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15)

This requirement was made on 4 July 2024.

Action taken on previous requirement

During our visit we sampled information for 20 people who were receiving support. Everyone had a support plan in place which contained accurate and up-to-date personalised risk assessments. The support plans gave detailed information and directed staff on how best to support people.

We saw information clearly recorded to capture people's preferences and choices. Managers had worked hard to ensure everyone had a review completed which involved people, relatives or advocates. People could be assured that people received care and support that is right for them due to the improvement made in the quality of recording within the support plans.

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 support people to keep well and safe, the provider should ensure that all medication being administered, is recorded following best practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'Any treatment or intervention that I experience is safe and effective.' (HSCS 1.24)

This area for improvement was made on 4 July 2024.

Action taken since then

Whilst some improvement had been made to the recording of medication and staff training had been carried out to ensure best practice is being followed, we still found some gaps in recording. Managers gave assurances that time was required to ensure the training and the change in documentation was imbedded into staff's practice.

Therefore this area for improvement is Not Met and shall be reviewed at the next inspection.

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 is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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