

# Top-Care Inverness LTD

## Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
8 November 2024

**Service provided by:**  
Top-Care Inverness Ltd

**Service provider number:**  
SP2022000198

**Service no:**  
CS2022000293

## About the service

Top-Care Inverness LTD is a support service provided to people with support needs in their home. The service provides support to people living in the Inverness and the Black Isle area. Top-Care was supporting 30 people at the time of our inspection.

## About the inspection

This was an unannounced inspection. It took place between 5 and 8 November 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:

- visited four people using the service and three of their relatives;
- spoke with two relatives over the phone;
- considered five returned electronic questionnaires from people using the service, two from partnership agencies and four from relatives;
- spoke with staff and management, and
- reviewed documents and relevant paperwork.

**Key messages**

The provider had continued to make improvements since the last inspection.

People had built trusting relationships with staff and were highly satisfied with the care and support they received.

Staff were caring and empathetic and supported people in a person centred manner.

People were regularly asked for feedback on the service they received. They were confident if changes were required, the provider actioned these.

Further work needed to be done on formally self evaluating what the service did well and what needed to be improved.

To ensure safe care, care plans needed to be more detailed.

**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?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good
How well is our care and support planned?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

4 - Good

We have evaluated the service as good for this key question. An evaluation of good applies to performance where there are a number of important strengths which, taken together, clearly outweigh areas for improvement.

People's health and wellbeing benefited from the care and support staff provided. People were fully involved in decisions relating to their care. Staff went at the person's pace and were good at listening if people had "worries". This meant people trusted staff and were in control of how their care and support was delivered.

Staff were responsive if they noticed changes to people's health. They supported people to medical appointments and with their emotional well-being. This ensured people were getting the right care at the right time. We saw some examples of where staff support had really helped people become more confident and significantly reduced their social isolation. Some of the comments from people we spoke with included:

"Nothing is ever a problem for staff who support me. It is all about me and my needs and not me fitting into the staff needs."

"I feel very happy and relaxed with my staff and I feel so much better now."

"My staff member knows me really well and I feel that I can trust her and talk to her about things I wouldn't want to burden my family with."

"My relative needs to watch his diet, the staff are good at encouraging him to make healthy choices."

"Staff always pass on concerns and are very flexible in terms of the support provided, to meet the needs of the person and take on board their views and wishes." (social worker).

## How good is our leadership?

4 - Good

We have evaluated the service as good for this key question. An evaluation of good applies to performance where there are a number of important strengths which, taken together, clearly outweigh areas for improvement.

The service was well led and managed. Improvements since our last visit were evident and these needed to be continued and built upon. The manager had a good oversight and understanding of what was working well and what improvements were needed within the service.

There was an open and positive culture across the service. The manager was visible and approachable in the day to day service delivery. Supported people, staff and partnership agencies felt confident raising concerns and were reassured the manager would action them. The manager was open to suggestions of improvement and responsive to any changes required. Some of the comments from the people we spoke with included:

"The service is well led and managed. The manager is very responsive, approachable and willing to try new approaches. Her enthusiasm for helping others is evident and she passes these values to her staff." (social worker).

"It has been a relief having Top Care providing service for my relative, they are very receptive to feedback."

"The manager is very approachable and down to earth and nothing is a problem for her. If I had any worries I would just pick up the phone."

"It is very easy to discuss any issues at team meetings. I feel that my views are taken into account and that the service wants to move forward." (staff member).

Although the manager had a good oversight of the service, this needed to be formalised. Quality assurance, including self-evaluation and improvement plans, ensure standards of good practice are adhered to. Part of this process should include regularly self evaluating service performance. This ensures a remained focus on people experiencing high quality, safe care that meets their needs, rights and choices. The provider needed to undertake further work in this area (see area for improvement 1).

### Areas for improvement

1. To ensure person centred care and support remains of a good standard, the provider should undertake a process of self evaluation. This should result in the development and ongoing reviewing of service improvement plans.

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

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11); and

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

### How good is our staff team?

#### 4 - Good

We have evaluated the service as good for this key question. An evaluation of good applies to performance where there are a number of important strengths which, taken together, clearly outweigh areas for improvement.

People were highly satisfied and very complimentary about the care and support they received. Staff were consistent and well matched to the people they supported. Staff were empathetic and skilled at building trusting relationships with people who were hesitant about receiving support.

People felt confident, safe and secure in regard to the service that was delivered. A strength of the service was the commitment, flexibility and responsiveness of the staff team. For example staff regularly adapted times of visits to fit in with short notice appointments and family needs of the people they supported.

New staff were well supported and given time to understand their roles and responsibilities. There was always someone staff could contact for advice and guidance. This helped staff feel confident in their job and that they were not working in isolation.

Staff were competent and confident in their job. They had received appropriate training and support from the manager. The manager had identified that she needed to progress formal supervision and observations of practice. This way of working will ensure a good standard of care continues to be delivered in a person centred manner (see area for improvement 1).

Some of the comments from people we spoke with included:

"When I started I was shadowing where everything was explained to me. I did not start supporting people on my own until I felt comfortable and confident." (staff).

"The service is really flexible and I feel very confident in the staff who support my relative."

"The manager was really good at finding the right staff for me and I was involved in this."

"They are like a lifeline, the first port of call as they are always there."

"All of the staff I have met have been genuinely interested and caring towards the clients they support. I have had good feedback from all clients on their interactions with staff from Top Care and most clients have asked for more hours." (social work).

## Areas for improvement

1. To ensure people are receiving person centred care, the provider should move forward with formal staff supervision and observations of staff practice..

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

"I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.." (HSCS 3.14).

## How well is our care and support planned?

**3 - Adequate**

We have evaluated this key question as adequate where strengths just outweighed weaknesses. Continued performance at adequate level is not acceptable. Improvements must be made by building on strengths, while addressing those elements that are not contributing to positive experiences and outcomes for people.

Everyone had been involved in developing their care plan. There was sufficient information in care plans for people who were confident telling people how they liked things done and had good communication skills. For people who could not communicate as well, or who were vulnerable, care plans needed to contain more detailed information. This will ensure staff deliver care safely and in a consistent manner (see area for improvement 1).

People should have a review of their care plan at least 6 monthly. People were fully involved in their review, listened to and their views respected. When reviews were being undertaken the paperwork being used did not focus on the actual review of the care plan. It is important this happens, as it will ensure care plans are current, reflect people's needs and direct staff as to how the person wants their care delivered (see area for improvement 1).

## Areas for improvement

1. So as safe and consistent care is delivered, the provider should ensure people's care plans accurately reflect their current needs, routines and likes and dislikes. Reviews should review the current care plan.

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) and  
'I am fully involved in developing and reviewing my personal plan, which is always available to me.' (HSCS 2.17).

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How well is our care and support planned?	3 - Adequate
5.1 Assessment and personal planning reflects people's outcomes and wishes	3 - Adequate



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