

Call -In Homecare West Lothian. Support Service

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Type of inspection:
Unannounced

Completed on:
2 October 2024

Service provided by:
Call-In Homecare Ltd

Service provider number:
SP2004007104

Service no:
CS2020379928

About the service

Call-In Homecare West Lothian is a support service providing care at home services to people living in their own homes. The service was registered in January 2021 and is a privately owned company which is part of Clece Care Group.

The service is provided by a team of community care assistants and is managed by the service manager, coordinator, and care and quality assurance officer. There is oversight and support from the regional manager, operations director, and governance team.

At the time of the inspection, there were 60 people receiving support from the service.

About the inspection

This was an unannounced inspection which took place on 30 September, 1 October, and 2 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 four people using the service
- spoke with one family member
- spoke with three staff and management
- shadowed care staff visiting people in their homes
- observed practice
- reviewed documents
- received feedback from supporting professionals.

We also sent out surveys and received responses from:

- four people being supported by the service
- one relative
- eight members of staff.

Key messages

- People were very happy with their regular and consistent staff.
- Office staff were helping to provide care because there were not enough care workers within the service. This was starting to have an impact on planning, organising, and quality assurance.
- The management team were supportive and staff worked well together.
- As part of this inspection, we evaluated the service's self evaluation of key areas. We found that the service had made positive progress in completing their self evaluation. The service should continue to develop this approach to support improvement.

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

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| How well do we support people's wellbeing? | 4 - Good |
| How good is our staff team? | 4 - Good |

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 made an overall evaluation of good for this service, where there is a number of important strengths which, taken together, clearly outweigh areas for improvement.

People were very positive about the staff who supported them. People told us they were very happy with their regular and consistent staff:

- "Happy with my usual carers, [named carer] is the tops."
- "They send other carers to cover at times, they are all nice."
- "[Named carer] is the best. All the carers are good."
- "Very happy with usual carers, they range from being very good to excellent."
- "I am very happy with my care."

Staff knew people well, including their preferences and choices, encouraging their involvement and choice and promoting independence. Staff understood how important their visits were to people and how they could promote people's wellbeing. People knew who would be visiting them and when but when staff were delayed and would be late people were not always informed about this.

During the inspection we identified that two people had not received a visit because a care worker had not reported for work. On-call staff had not been alerted to the missed visits. The manager will review the arrangements to ensure that people always receive their scheduled visits and consider how to prevent future similar errors.

People were supported sensitively and safely with their medication and the management team's observations of practice to support staff helped to maintain this.

Training for staff enabled them to do their jobs well and additional training was planned which would improve staff knowledge of a range of health conditions. Not all staff had completed some important training. We raised this with the manager, who had introduced a plan to make sure that care workers were able to complete all their training. We will follow this up at the next inspection.

People's care plans were detailed, with personal information that enabled staff to support people in the right way. The management team were regularly reviewing people's personal plans to keep them up-to-date, although some reviews had not been completed when they should have. This related to the time that management were devoting to providing care because of care staff shortages within the service. We have discussed this in more detail in key question 3 'How good is our staff team?'

How good is our staff team?

4 - Good

We made an overall evaluation of good for this service, where there is a number of important strengths which, taken together, clearly outweigh areas for improvement.

The manager and staff team were working hard to make sure that everyone received their care visits when they should but the service was facing significant staffing challenges.

There was a group of staff who were especially committed to the service and were positive about the management team:

- "Management are supportive they listen to concerns."
- "[They] always try and help us as much as they can with the runs."
- "[The service] supports carers and service users well."

The manager was working hard to provide consistency of staff. At times, the management team were stepping in to provide care to cover staff leave and absences. People's care and support was prioritised but this meant that other aspects of the business, such as organising, planning, reviewing, and quality assurance, was compromised. We have made an area for improvement which we will follow up at the next inspection (see area for improvement 1).

Staff worked well together. The management team were working hard to provide consistency of staff and meeting people's preferences of carer. People told us they received their care from the same staff most of the time. There was a focus on consistency, including when the management team stepped in to assist. This meant that people were receiving care from staff that knew them well.

Some visits were carried out at inconsistent times. The service was responding to people's preferences, however visit schedules had not been updated. Although regular staff knew people well and were responding to people's preferences, there was a risk that new staff would not be aware of this. The manager agreed to update the visit schedule to ensure that the deployment of staff was planned in a way that met people's needs and wishes.

At the last inspection, we made an area for improvement because staff did not always have sufficient travel time between visits. During the course of our inspection, we observed staff taking time to provide unrushed and compassionate care and support. Although there were occasions where there was limited travel time, we noted that this was having minimal impacting on people's care and support. Although there was an improvement with travel time, the service was not utilising the information available from electronic monitoring to plan and organise care. We have made an area for improvement which we will follow up at the next inspection (see area for improvement 2).

Areas for improvement

1.

To ensure the management team have time to manage the service and have appropriate oversight of the service, the provider should ensure there is adequate support in place for staff recruitment and contingency planning.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I use a service and organisation that are well led and managed' (HSCS 4.23).

2. To ensure people receiving their care at the right time, the service should monitor visit times and amend visit schedules to meet people's needs and preferences.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I know who provides my care and support on a day-to-day basis and what they are expected to do. If possible, I can have a say on who provides my care and support' (HSCS 3.11).

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 people receive their care and support at an agreed time. Visit schedules should be achievable with sufficient travel time between visits and, where possible, take account of people's needs and preferences for visit times.

These should be monitored with action taken to rectify any issues identified.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me' (HSCS 1.19); and 'People have time to support and care for me and to speak with me' (HSCS 3.16).

This area for improvement was made on 6 October 2024.

Action taken since then

We have assessed progress and discussed this in more detail in key question 3 'How good is our staff team?'.

This area for improvement has not been met.

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

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| 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 staff team? | 4 - Good |
| 3.3 Staffing arrangements are right and staff work well together | 4 - Good |

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