

CERA - Perth & Kinross & Fife Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
4 December 2024

Service provided by:
CERA Care Operations (Scotland)
Limited

Service provider number:
SP2009010680

Service no:
CS2017361935

About the service

CERA - Perth & Kinross & Fife provides support to older people, people with physical disabilities, learning disability or people with mental health support needs living in their own homes. The provider is CERA Care Operations (Scotland) Limited. The head office is based in Alloa, with additional offices located in Scotland.

The service is provided seven days per week and support packages are provided on an individually assessed basis according to needs. Support provision can be from a few hours per week to many hours each day. The service can be contracted privately or through the local authority.

About the inspection

This was a short notice inspection which took place on 3 and 4 December 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.

In making our evaluations of the service we:

- spoke with two people using the service and four of their family/representatives
- spoke with five staff and management
- reviewed documents
- observed practice
- reviewed questionnaires completed by people using the service, their relatives, staff and visiting professionals.

Key messages

- People enjoyed very good care and support.
- People were supported with kindness, compassion and respect.
- People had confidence in the company and staff.
- The service was very well organised.
- Detailed recruitment checks were undertaken to ensure staff were recruited safely and continued to remain suitable for working with people.
- Staff felt well supported, confident and competent in their roles.

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?	5 - Very Good
How good is our staff team?	5 - Very Good

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

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Care and support arrangements were tailored to meet people's outcomes, and people were fully involved in making decisions about their care. Care plans were comprehensive and contained details about how people's needs should be met in accordance with their wishes. Care plans were reviewed and adapted regularly. People were seen as experts in their own lives and this person-led approach ensured that they had control over how their care was delivered.

People should expect that their health and wellbeing benefits from their care and support. People were fully involved in making decisions about their physical and emotional wellbeing through their personal plans. The service was flexible and adaptable to meet people's needs. This promoted independence and helped people to maintain their skills and abilities.

People were supported by a consistent team of staff who knew them very well. People described how care staff supported them in ways that were meaningful to them. This familiarity enabled staff to quickly identify changes in people's health or presentation, which ensured that people got the right care and support at the right time.

People felt that their care visits were always punctual and reliable. People told us, "The staff always turn up at the same time. They're very good" and "I'm very well looked after. They go above and beyond". This gave people confidence and reassurance that the service would turn up when expected.

The service supported people to take their medication safely and effectively through prompting by staff. People were supported to take their medication independently and this enabled them to have as much control as possible over their own medications.

There were good records maintained within people's files of the daily care provided. This included information such as support offered, nutritional intake and how they generally presented. This enabled staff to build a picture over time of what was typical for the person and to adjust support if required. People found communication with the service to be very good. One person said, "if I have any issues, I just phone and it gets sorted". This meant that people's care and support was consistent and stable because staff worked together well.

People told us that they had recently had a formal review of their care and support. At these meetings with the service they had felt able to talk about their experiences. We saw records which demonstrated reviews were happening regularly.

It was evident from our discussions with people, families and staff, that staff and management know people very well and that this helped inform staff deployment, mitigate the risk of a breakdown in communication and provide the desired care and support.

How good is our staff team?**5 - Very Good**

People should expect that the skill mix, numbers and deployment of staff meets the needs of people. We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore, we evaluated this key question as very good.

At this inspection we also examined staff recruitment as part of our core assurances and focused on assessing staffing arrangements.

Staff were being recruited safely. The provider followed national Safer Recruitment guidance. The process of recruitment was well organised and documented so that all the elements of the procedure were followed consistently and audited on an ongoing basis. Detailed policies and processes were in place to ensure that they fully monitor and comply with any restrictions placed on staff as part of their right to work in the UK. This meant people using the service could be confident that staff had been recruited safely and were working within their requirements, whilst keeping them safe from harm and risks.

The staff team were highly valued by people experiencing care. This was reflected in the feedback from people receiving care and their relatives. We observed kind and caring interactions between staff and people, and saw humour, encouragement and inclusion being supported. Some comments we received included: "they're all brilliant", "without their support I don't think it would be possible for my relative to remain at home" and "my relative gets brilliant care". This assured us that the staff team were caring and compassionate in their daily practice.

There were effective systems in place to plan and manage calls, which meant there was good communication and a high level of continuity within staff teams. People described the benefits of having regular staff and how the office kept them up to date. Management and supervisors understood their role and contribution to the overall quality of the service and how they play an important part in building the staff team.

Staff described feeling supported and listened to, describing management as available and responsive. They had regular supervision and spot checks, which meant they were confident in working with any colleagues as "we all work as a team." They understood their role and responsibility, describing how they would respond to changing situations whether for an individual or where planned absence meant changes to deployment. This team approach promoted good information sharing and a positive atmosphere which benefitted the care and support for people.

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 do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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