

East Kilbride Home Care Service Housing Support Service

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Unannounced

Completed on:
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Service provided by:
South Lanarkshire Council

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CS2004073547

About the service

East Kilbride Home Care Service is one of four care at home with housing support services run by South Lanarkshire Council. The service is for people who live in East Kilbride and Strathaven area.

The service provides assistance with personal care, mealtime preparation and support with medication to help people remain as independent as possible in their own home. The service operates 24 hours per day and 365 days per year, including the provision of an out of hours service.

The service is managed by an operations manager. The management team consists of the operations manager, four team leaders, and a team of community support co-ordinators, schedulers and reviewers. The service employs over 200 home carers who work a variety of hours and shift patterns. East Kilbride Home Care Service deliver services to over 300 people, of various age and care groups, within their own homes.

About the inspection

This was an unannounced full inspection which commenced on 6 November 2024 and was completed on 19 November 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:

- visited and spoke with 26 people using the service and their family/friends/representatives
- consulted with an additional 39 people using the service and their family
- spoke and consulted with approximately 50 staff from the management team and home carers
- observed staff practices in people's homes
- reviewed documents
- consulted with seven other professionals.

Key messages

- People offered very positive feedback about the care and support they receive from the service
- Most people were supported by a familiar and stable staff team
- The staff team demonstrated a strong value base and commitment to maintain, and where possible, improve the health and wellbeing of people receiving the service
- Staff training and development was of a high standard
- The service benefits from strong leadership throughout the team.

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

In this part of the inspection report we considered one quality indicator. 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.

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support

People should expect to be treated with compassion, dignity, and respect. We undertook a series of home visits to speak to people supported by the service and observed staff as they delivered the care and support. Through these visits we saw that people benefited from positive relationships with the staff team. The care and support that people were experiencing was right for them and based on their needs, abilities and choices. The support and encouragement shown through these visits also promoted the person's independence, dignity, and privacy. Everyone was very complimentary about the care staff and the care and support that they received from the service.

People should be confident they were supported by staff who know their needs and preferences well. This consistency of carer is essential to building trusting relationships. Most people spoke positively about their experience of consistency of care with the exceptions of sick leave or holiday. Where there is a change in schedules, the service could improve the communication with the individuals and their families to ensure that they know of the changes that are made and the names of the carers.

Individuals and their families shared that staff were reliable and the support they experienced met their needs and allowed them to stay in their homes.

People should have as much control over their medication as they are able to. There were varying levels of support provided. This ranged from verbal prompts to remember and take medication through to people receiving full support from staff. This will ensure people's wellbeing benefitted from medication as it was prescribed.

Personal plans help to direct staff about people's support needs and their choices and wishes. Personal plans were developed in partnership with people receiving support and/or their family representatives. These offered good information regarding the individual's needs and preferences. Daily recordings of people's wellbeing and presentation were documented in care records in the home. The service was able to demonstrate a robust system for ensuring that care reviews were carried out when the individuals circumstances had changed or within a six month period.

We heard that staff highlighted healthcare concerns and calls were made to health professionals, such as district nurses. A collaborative approach helps keep people well. The service should be constantly exploring ways to improve the working relationships with other professionals involved in people's support.

People should be confident that staff take the appropriate measures to reduce the risk of spreading infections. The service could demonstrate that infection prevention and control (IPC) training had been undertaken and also observations of staff practice had been assessed. We observed staff being mindful of hand hygiene and wearing PPE.

There were robust systems in place to protect people from harm. People were safe and protected from harm because the service was operating legally with the appropriate insurance in place. All accidents and incidents had been recorded and reported in line with legislation. All complaints had also been managed well and there was a clear process to track and monitor any referrals made under Adult Support and Protection legislation.

The manager had introduced self-evaluation tools and an improvement plan. We discussed the importance of developing the use of these tools to accurately capture the areas for improvement as highlighted by individuals receiving the service, their families, staff members and other stakeholders. This helps to promote a positive learning and development culture within the service.

How good is our staff team?

5 - Very Good

In this part of the inspection report we considered one quality indicator. 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.

Quality Indicator: 3.3 Staffing arrangements are right and staff work well together

People should feel confident that they will be supported and cared for sensitively by people who are aware of and plan for any known vulnerability or frailty. We found that the staffing arrangements were determined by an assessment of people's support needs. The service benefited from a relatively stable staff team. This meant that people were being supported by staff who knew them well and were able to highlight when there were changes.

People should expect staff to be trained, competent and skilled, and reflect on their practice. The service offers a range of training and development opportunities via classroom training, online training programmes and observations of practice. Staff spoke positively about the training opportunities and support from their managers. We encouraged the management to develop a tool to demonstrate the compliance of all training completed across the staff team.

We found that the staff team had planned opportunities to discuss aspects of their work, development and wellbeing through team discussions, reflective accounts and formal supervisions. There were also regular opportunities for staff to meet together in their own areas to share practices and discuss care provision.

We concluded that the staff team worked well together. At every level of the staff team, we found that there was a strong commitment to working as a team in order to provide good outcomes 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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