

Fairport Care at Home Limited Trading as Home Instead Senior Care Support Service

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Type of inspection:
Announced (short notice)

Completed on:
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Service provided by:
Fairport Care at Home Limited

Service provider number:
SP2011011569

Service no:
CS2011287415

About the service

Fairport Care at Home Limited Trading as Home Instead Senior Care operates from an office base in the Craigmillar area of Edinburgh and provides care at home through companionship, help around the home, personal care and dementia care services, to older people living in and around the city.

A second office operates from the west of Edinburgh. The provider stated plans to register this as a separate service were in progress.

Staff are matched with people who experience care based on shared values, hobbies and interests.

Visit times range from a minimum of two hours up to a 24-hour service where staff stay with people who experience care. At the time of inspection, the service was supporting 120 people throughout Edinburgh.

About the inspection

This was a short notice inspection of the service which took place between 03 Dec 2024 and 09 Dec 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 eight people using the service and three of their family/friends. We also gave the opportunity for family/friends, health professionals and staff to complete an electronic questionnaire of which we received 60 responses.
- we talked with members of staff and the management teams
- observed staff practice and daily life
- reviewed a range of documents

Key messages

- Staff demonstrated genuine warmth and caring attitudes when supporting people.
- Staff provided a professional and high-quality service which was effectively monitored and evaluated by the manager, which led to a cycle of continuous improvement.
- The manager had a clear vision for the future of the service. This included seeking out views of professionals, relatives and people experiencing care to ensure each person had a say in how the service should be developed.
- Senior staff modelled the practice they expected, and this led to excellent outcomes for the people using the service.
- There were well established processes in place to evaluate staff's understanding or ability to transfer learning into 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 do we support people's wellbeing?	6 - Excellent
How good is our staff team?	6 - Excellent

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

How well do we support people's wellbeing?

6 - Excellent

We found exceptional strengths in aspects of the support provided and how these supported positive outcomes for people, therefore we evaluated this key question overall as excellent.

Home Instead Senior Care had maintained an excellent level of quality, delivering consistently positive outcomes for people experiencing care and for their relatives.

People said the service they received was very focused on them as individuals. The management team placed a high importance on establishing relationships based on trust and mutual respect. People valued this highly and spoke very warmly of their carers. People told us 'I am extremely happy, the service is better than we ever expected, everyone is so accommodating and really helpful', 'care staff offer mum choice and provide her with great companionship, promote her independence and are very respectful'; 'we are very pleased with the service, we have a team of two regular care staff that we know extremely well'. People's choices were respected and encouraged. Staff members knew people well and this promoted excellent health and wellbeing outcomes.

The management team endeavoured to match people well with carers to increase the potential for the service to work well for people. They also understood the importance of involving people in the assessment of their needs and how they wished their service to be provided. One relative told us 'I must say how impressed I was at the professionalism of the assessment process. The office staff were so engaging and truly interested in mum. The process was very thorough, they spent a long period of time with mum getting to know her, her likes/ dislikes and interests. Time was taken to introduce care staff ensuring we had the perfect match; we were asked our preferences in relation to care staff, and we were able to state what we were looking for'.

Others spoke of the quality of the communication from the office staff, supporting requested flexibility in the service and offering advice. People encountered experienced staff, who spoke with and listened to them in a way that was courteous and respectful, with individual care being at the heart of the support.

Assessments focused on assisting people to maintain their independence and retention of existing skills. The service sought to identify the impact of providing support not only on the person, but on carers and potential or existing carer stress. They endeavoured to be flexible with support where possible, for example by increasing support when family were on holiday to promote everybody's wellbeing and to offset carer stress. 'The service is excellent - wonderful staff supporting my elderly mother to continue living with me rather than moving into a care home'. 'I feel Dad is in good hands, and I can trust that things just go smoothly, leaving me time to attend to other areas of his care. We would be lost without the support from them all'.

Supported people received a weekly rota along with pictures of staff so they knew which staff member would be undertaking each of their visits and what time the visit would be. This prior notice showed respect and reduced anxiety.

Relatives were able to use an online application which offered real time updates in relation to care, support and wellbeing. Relatives told us they found this information extremely valuable. 'I have access to the online app which keeps me up to date with mum's care provision. I think this is a great system; it gives me comfort and reassurance that her day has gone well'.

The manager and staff had excellent oversight of people's health needs. There were referrals made to health professionals where people's health changed or deteriorated. Carers had built up interpersonal and observational skills when supporting people and daily recording showed they paid close attention to any changing needs. This confirmed the person's overall wellbeing was an important part of the visit. Reviews focused on what was working well for people and where more assistance was required. Care plans were updated where people had requested or been assessed as requiring more assistance. Reviews also upheld the respect and dignity of people using the service by asking people how they were experiencing care and how they were treated by staff.

We heard numerous examples of staff excelling in their duty of care:

'All I can say is we have a first-class service; nothing is too much of a bother they go above and beyond to ensure our wellbeing'.

'They provide fantastic support, we are so grateful for this service, I don't know what we'd do without them'.

Managers demonstrated a continued motivation and commitment in their approach to supporting people. Some examples of this proactive support included a menopause café for staff with plans to move into the community in 2025, making strong connections with partner facilitating drop in café's and support groups where guest speakers were invited to discuss relevant concerns. These opportunities for friendship and support were open to all supported people of Home Instead and other elderly people within the community.

It was clear the health and wellbeing of supported people remained central to the services values and the support provided was making a difference to individual lives.

How good is our staff team?

6 - Excellent

We found exceptional strengths in aspects of the support provided and how these supported positive outcomes for people, therefore we evaluated this key question overall as excellent.

People could be confident safe recruitment guidance was followed by the management team. A robust induction programme for new employees helped ensure staff were prepared for their role. This included shadow opportunities to facilitate introductions with people who experience support.

Staff told us the manager and management team had an open-door policy, where any aspect of care, support or development could be discussed and was listened to. The manager and senior staff modelled the practice they expected, and this led to excellent outcomes for people using the service.

The manager knew the care and support needs of people and was able to direct care in a supportive and professional manner. An established staff team supported each other well through clear channels of communication. This ensured any changes to care were consistently achieved.

The manager was proactive and responsive to any ideas that had been suggested during the inspection. Senior staff requested direct feedback during the inspection to ensure they could implement any ideas suggested quickly.

Regular staff team meetings were taking place. We saw they were outcome focused, allowing staff opportunities to reflect, learn and improve themselves, contribute to the development of the service and ultimately enhance the high quality of support they provided.

Everybody we spoke with told us of the excellent continuity of support. Care professionals are matched with people at the beginning of any new support package, and these relationships are maintained throughout. Where there was the very odd occasion a different care professional was visiting, people told us they were always informed. 'We are always contacted if there is going to be a change to arrangements however, this is a very rare occurrence. If we do receive a different carer out with our regulars, we know who they are and they know my wife this offers great consistency for us'.

Staff completed a range of online and face to face training courses relevant to people's needs. There were extensive processes in place to evaluate staff's understanding or ability to transfer learning into practice through additional workshops and competency checks. Staff who supported people with dementia were trained to skilled level within the promoting excellence framework which is seen as best practice. The provider ensured staff training and support provided the skills, knowledge and understanding required to meet people's needs.

Staff told us 'My induction was fantastic; the courses were informative and gave me the correct skills and knowledge to feel confident in my new role', 'managers keep us informed of upcoming training, this includes specialist training we may wish to undertake to expand our skill set, also in turn if I feel I need anything in regards to training I can let the office know and they will source and facilitate training for me'.

The manager actively promoted skills development and leadership within the staff team, with many staff members being supported to undertake qualifications and to take on more senior roles. This meant people could feel reassured about staff's skills and knowledge.

We observed supervision records that were completed for all staff on a regular basis. We sampled records of supervision meetings and observations of staff practice and found evidence of discussions held, feedback on practice, reflection on any training undertaken and aspects of care they did well or found more challenging. This aided staff development allowing staff to reflect on their practice and follow their professional and organisational codes.

Morale across the service was very high, staff we spoke to said they were happy at their work. Staff felt well supported by management and confident in raising concerns. This supported people to have a positive experience of their care as the staff team were enthusiastic and happy.

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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent

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