

Dalriada Care at Home Housing and Support Housing Support Service

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Bo'ness
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Telephone: 01506 826 644

Type of inspection:
Unannounced

Completed on:
27 November 2024

Service provided by:
Dalriada Homecare Ltd

Service provider number:
SP2003002699

Service no:
CS2004085401

About the service

Dalriada was registered with the Care Inspectorate on the 24 February 2005. It provides a Care at Home service to people living in Bo'ness and Falkirk.

The service is currently supporting 95 people. The service is provided by a team of permanent staff and the manager.

The aim of the service is: "To deliver a service of the highest quality that will improve and sustain the service user's overall quality of life."

About the inspection

This was an unannounced inspection which took place on 25, 26 and 27 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:

- spoke with nine people using the service and seven relatives
- spoke with eight staff and management.
- observed practice and interaction with service users.
- reviewed documents.

Key messages

- People liked the staff supporting them and had formed positive, friendly relationships with them
- Staff felt the service was well managed and the management team had an open door policy which made them easily accessible to staff when required.
- Staff paid attention to people and changes in the tasks and time which people received changed if their needs changed.
- The service evidenced well that they knew the people they supported well but this was not always reflected within their daily recording which could contain more relevant detail.

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 the following quality indicator:

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

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people.

The service had a very good understanding of people's health needs as they pertained to their support. People were supported with a variety of daily tasks which promoted their health and wellbeing, including meal preparation, assistance with medication, bathing and dressing. The service knew the level of assistance people required and the support they received was planned accordingly. People largely felt involved in this process and in the continuation of their planned support. They were asked regularly if things were working well. The service were responsive to people's experience of receiving care, for example being as unobtrusive as possible for one service user, and providing adapted times that better suit another. This meant that people's care and support met their needs and was right for them.

We saw from care plans that changes were made on an ongoing basis to reflect people's wishes and preferences and to better support them if their needs changed. This meant that the care they received continued to support them well. The service contacted people within days of starting support to check in with them, then again after six weeks in order that people were encouraged to feedback on the effectiveness of their support. Following this, formal reviews were held at least once in each six month period in line with legislation.

Care plans were electronic. People's outcomes were defined and broken down into tasks that were easy for staff to work with. They could be altered quickly if required. People using the service, their relatives and staff could access the care plan and daily notes which was inclusive, transparent and promoted good information sharing. Paper copies were made available for people who did not have access to a smart phone. One person told us "Dalriada Care have been wonderful don't know how we'd do without them. My mum likes and feels comfortable with her carers. They're always kind, polite and respectful! They respect mum's desire to remain as independent as she can. They check in with the family to ask if we're happy with their service. There have been occasions when carers have gone above and beyond for my mum calling the doctor, staying with her a little longer if she's been ill and keeping the family up-to-date. The OpenPASS system is fantastic I can check in on mum at any time and this has proved invaluable, gives us a wee diary of mum's day. On the whole we are reassured by Dalriada and their staff are fantastic, kind, caring individuals."

It was easy for people to contact the service if they needed to change the timing of a visit and the service endeavoured to be flexible. A record was kept of daily care, but the level of detail was variable. The service could add more detail, for example what people had eaten and drunk and how they had been that day. This would allow staff to have a better record of people's presentation, preferences and routines which could be important when promoting good health and wellbeing outcomes.

People found communication with the service to be good. People told us that the service were reliable, that staff arrived at the agreed time and performed the agreed tasks. One person told us "Very well run, very responsive and adaptable."

People knew who would be supporting them and told us that they liked the staff and felt comfortable with them. One person told us "Very happy with the care and support I receive, carers are nice and pleasant and good at what they do, I appreciate their help and have got to know them well", another said "The care Dalriada give mum is amazing, all the staff are so kind and helpful and know all mum's needs. They never let her down."

The service had very good links with external professionals in the area and referred people onwards for issues which impacted their health and wellbeing which were outwith the remit of the service. One staff member said "Dalriada promote independence and safe living in our service user homes. We ensure that we can give the best service possible and take on any feedback from external parties and act on this quick." This meant that people's care and support was consistent and stable because people worked together well.

How good is our staff team?

5 - Very Good

In this part of the inspection report we considered the following quality indicator:

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

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

There were clear procedures for the overall assessment of staffing arrangements and deployment of staff. This was done via induction and shadowing in the first instance. Staff induction training encouraged staff to acquire or refresh existing skills and to reflect on their learning and the relationships they were building with people using the service. This encouraged staff to think about their strengths and any areas for professional development.

Spot checks and supervision consolidated this process and ensured that staff were applying their training into practice and meeting the needs of people using the service well.

The service encouraged staff to approach the management team with any queries related to training and ongoing training was arranged with the needs of people using the service in mind. One staff member told us "There is an open door policy for all staff to speak to management, the training team and office management. Training is provided within the office training room and out in the community whenever staff have difficulties and all staff are actively encouraged to be open about concerns. Where there are training needs or interests staff are encouraged to learn more. Staff are advised any interests/training that is not provided to find the details, costs etc and management look at this. Everyone is encouraged to develop themselves."

Care plans were clearly laid out and easy for staff to follow. People said their preferences and routines were respected. These were not always recorded within care plans, although staff knew these and we discussed the importance of good recording with the management team at feedback. Staff had formed good relationships with the people they were supporting and people felt comfortable with each other. Staff knew the people they were supporting well. If a person using the service had not formed a good relationship with the person supporting them the service changed this. This meant that people experienced a warm atmosphere because people have good working relationships.

Staff told us that they enjoyed their jobs and that they felt well supported at work. They felt the service was managed well and that the management team were available to them should they require more guidance, training or support. One staff member told us "A very supportive management team to both staff and service users. Very responsive to queries and required changes." The service had started an initiative, Quality Conversations. This gave staff an opportunity to discuss topics which interested them, including areas of challenge and to share their experiences, knowledge and to support and learn from each other. Discussion with staff told us that staff would like more opportunity to do this to be available to them.

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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