

Epitome Home Care Agency Support Service

Office 207a
Citibase Gyleview House
3 Redheughs Rigg
Edinburgh
EH12 9DQ

Telephone: 0131 338 6960

Type of inspection:
Announced (short notice)

Completed on:
13 December 2024

Service provided by:
Maureen Mwongirwe

Service provider number:
SP2017989279

Service no:
CS2017359115

About the service

Epitome Home Care Agency is registered as a care at home service, which is privately owned and managed. The service operates 24 hours a day throughout the year, depending on the needs of its service users. Care and support is provided to people living in their own homes, predominately residing in Edinburgh. One person was using the service at the time of our inspection.

Two people were in receipt of domestic household support at the time of our inspection. This level of support does not fall within our scrutiny and assurance remit for this inspection.

About the inspection

This was a short notice announced inspection which took place on 14 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 the registered manager of the service.
- Reviewed a range of documents.

Key messages

- No one was in receipt of care and support which falls within the remit of our regulatory requirements as a registered service.
- The service was actively seeking new business.
- No new staff have been recruited since our last inspection.
- Evaluations from our last inspection in October 2023 have therefore been carried over to this inspection.

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?	3 - Adequate
How good is our leadership?	2 - Weak
How good is our staff team?	3 - Adequate
How well is our care and support planned?	3 - Adequate

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

How well do we support people's wellbeing?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas needed to improve.

We had planned to inspect the service against this key question of our inspection framework. The service was only delivering support which covered domestic duties. This level of support does not fall within our regulatory requirements for people receiving Care and support from a registered service. We were therefore, unable to assess and evaluate the service at this inspection.

As a result from our findings from this inspection, the previous evaluation from our last inspection remain. Should the service commence delivery of care and support which falls into our remit, we will undertake an inspection at an appropriate timescale.

How good is our leadership?

2 - Weak

We made an evaluation of weak for this key question. Whilst some strengths could be identified, these were compromised by significant weaknesses.

We had planned to inspect the service against this key question of our inspection framework. The service was only delivering support which covered domestic duties. This level of support does not fall within our regulatory requirements for people receiving care and support from a registered service. We were therefore unable to assess and evaluate the service at this inspection.

The manager had not recruited any staff to the service since our last inspection. We were therefore unable to assess whether the service had met our previous requirement to ensure staff were recruited safely. This requirement has been carried forward.

As a result from our findings from this inspection, the previous evaluation from our last inspection remain. Should the service commence delivery of care and support which falls into our remit, we will undertake an inspection at an appropriate timescale.

Requirements

1.
By 30 June 2025, the provider must:

Ensure that staff are safely recruited and follow and implement the best practice guidance from the Scottish Government's guidance : Safer Recruitment Through Better Recruitment, 2016. This includes appropriate and detailed application, appropriate references and protection of vulnerable groups updates checks/or application to join the scheme.

This is in order to comply with The Social Care and Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 210, Regulation, a Regulation relating to the fitness of employees and Regulation 4(1)(a) a Regulation regarding the welfare of service users.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that - "I am confident that people who support and care for me have been appropriately and safely recruited." (HSCS 4.24).

How good is our staff team?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas needed to improve.

We had planned to inspect the service against this key question of our inspection framework. The service was only delivering support which covered domestic duties. This level of support does not fall within our regulatory requirements for people receiving care and support from a registered service. We were therefore unable to assess and evaluate the service at this inspection.

We have carried forward our previous area for improvement with regards to staff receiving structured support and supervision, to be reflective of the service's policies and procedures.

As a result from our findings from this inspection, the previous evaluation from our last inspection remain. Should the service commence delivery of care and support which falls into our remit, we will undertake an inspection at an appropriate timescale.

Areas for improvement

1. To ensure people experience high quality care, the provider should ensure that there is a structured support and supervision system in place for staff and this is delivered consistently in line with their relevant policies and procedures. This is to support the ongoing development of staff, ensuring they are competent, skilled and able to reflect on their practice to continue to meet people's needs.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state: I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. (HSCS 3.14)

How well is our care and support planned?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas needed to improve.

We had planned to inspect the service against this key question of our inspection framework. The service was only delivering support which covered domestic duties. This level of support does not fall within our regulatory requirements for people receiving care and support from a registered service. We were therefore unable to assess and evaluate the service at this inspection.

As a result from our findings from this inspection, the previous evaluation from our last inspection remain. Should the service commence delivery of care and support which falls into our remit, we will undertake an inspection at an appropriate timescale.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 31st October 2023 the Provider must;

Ensure that staff are safely recruited and follow and implement the best practice guidance from the Scottish Government's guidance : Safer Recruitment Through Better Recruitment, 2016. This includes appropriate and detailed application, appropriate references and protection of vulnerable groups updates checks/or application to join the scheme.

This is in order to comply with The Social Care and Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 210, Regulation, a Regulation relating to the fitness of employees and Regulation 4(1)(a) a Regulation regarding the welfare of service users.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that - "I am confident that people who support and care for me have been appropriately and safely recruited". (HSCS 4.24).

This requirement was made on 10 October 2023.

Action taken on previous requirement

As reported on within the body of this report, we were unable to assess and evaluate the service against this requirement at this inspection. We have therefore repeated this requirement.

Not met

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

To ensure people experience high quality care, the provider should ensure that there is a structured support and supervision system in place for staff, and this is delivered consistently in line with their relevant policies and procedures. This is to support the ongoing development of staff, ensuring they are competent, skilled and able to reflect on their practice to continue to meet people's needs.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state: I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes (HSCS 3.14).

This area for improvement was made on 10 October 2023.

Action taken since then

As reported on within the body of this report, we were unable to assess and evaluate the service against this improvement at this inspection. We have therefore repeated this area for improvement.

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?	3 - Adequate
1.1 People experience compassion, dignity and respect	3 - Adequate
1.2 People get the most out of life	3 - Adequate
1.3 People's health and wellbeing benefits from their care and support	3 - Adequate
How good is our leadership?	2 - Weak
2.2 Quality assurance and improvement is led well	2 - Weak
How good is our staff team?	3 - Adequate
3.2 Staff have the right knowledge, competence and development to care for and support people	3 - Adequate
How well is our care and support planned?	3 - Adequate
5.1 Assessment and personal planning reflects people's outcomes and wishes	3 - Adequate

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Care Inspectorate
Compass House
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