

Forth Valley Homecare Services (Scotia Care Ltd).

Support Service

15 Borrowmeadow Road
Springkerse Industrial Estate
Stirling
FK7 7UW

Telephone: 01786 468850

Type of inspection:
Unannounced

Completed on:
12 December 2024

Service provided by:
Scotia Care Ltd

Service provider number:
SP2020013457

Service no:
CS2022000090

About the service

Forth Valley Homecare Services is registered to provide support services to people in the Forth Valley area. The service is provided by one staff team and includes a Care at Home service to older people and support to adults with physical disability. Forth Valley Home Care Services was established in 2022 and is a family owned and managed company.

The service has been registered with the Care Inspectorate since 1 April 2022. The service aims to ensure that every person they support can live as well as possible in the comfort and familiar surroundings of their own home.

About the inspection

This was an unannounced inspection which took place on 12, 13 and 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:

- received feedback and spoke with 20 people using the service and eight of their family representatives
- received feedback and spoke with 21 staff and management
- observed practice and daily life
- reviewed documents
- received feedback from five visiting professionals.

Key messages

People were supported with respect and dignity and experienced warm relationships with staff.

People were safely supported with medication and the service had a good overview of how staff were competent in supporting people.

The whole team worked well together and were motivated to support good outcomes for people who used the service.

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.

People could be confident of being supported respectfully because staff were kind and caring. Staff knew people well and had developed very good relationships with people supported and their families. One person told us "Carers respect my dignity when providing personal care" while others said "I don't know what I would do without the service."

People were listened to and given choice about what to eat and what to wear and staff responded to requests for support. At all times, staff were respectful of people's preferences. One relative told us that the service was particularly good at maintaining continuity of carers. People said they knew the staff that came in and although it wasn't always the same person, they never had someone that they didn't know and this was important to them. The service encouraged relationship building to support people's confidence in their carers through information sharing, newsletters and face to face forums which supported this as well as providing additional opportunities for social support.

Staff told us that they felt well trained and confident in supporting people with their health needs and where people had specific health related care needs this was well documented in the care and support plan. The support people required in order to safely take their medication was assessed and recorded well and staff provided support discreetly. The management team had good oversight of medication practices and responded quickly to any discrepancies.

The service had also formed good relationships with their health and social care colleagues which meant that any health need or further assessment was referred and acted on swiftly.

How good is our staff team?

5 - Very Good

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

People could be confident in the staff team as we saw that they were motivated and worked well together. We saw respectful communication within the staff team which created a warm atmosphere because there were good working relationships between staff. All staff across the service worked to ensure good outcomes for people and there were examples of how staff would vary their role when needed to continue to support people's outcomes. Retention of staff was at a high level and many staff have stayed with the service for a number of years and, because of this, staff worked well together. One person said "all staff in the service are helpful and understanding".

Training was provided regularly to staff and this helped them to do their job well. Staff competencies were checked regularly and training was discussed in supervision sessions. This meant that there was a good overview of staff practice in the service and a quick response to updating staff skills if people's needs changed.

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

The service should ensure they notify the Care Inspectorate of any accidents, incidents or injuries to a person using a service within 24 hours in line with current guidance for their service type.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 3.21 'I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm.' and 4.14 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.'

This area for improvement was made on 26 March 2024.

Action taken since then

The service had made some improvement on reporting requirements since the last inspection. There were still a few areas of uncertainty in making notifications. We discussed with the service during inspection and were confident in their plans to further improve timely notifications.

We will review this again at our next inspection.

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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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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