

Fraser Elite Ellon Support Service

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Type of inspection:
Unannounced

Completed on:
4 December 2024

Service provided by:
Fraser Elite Ltd

Service provider number:
SP2020013519

Service no:
CS2023000428

About the service

Fraser Elite Ellon is a care at home service providing support to adults living in their own homes. The service provides support to people living within the vicinity of the town of Ellon, Aberdeenshire.

The service was registered in December 2023 and at the time of inspection was supporting ten people.

About the inspection

This was an unannounced inspection which took place between 26 November 2024 and 3 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 three people using the service
- spoke with four of their family
- spoke with four staff and management
- observed practice and daily life
- reviewed documents.

We reviewed completed survey responses from people, staff, and visiting professionals. We received a total of 11 responses.

Key messages

- People benefitted from a small, consistent staff team.
- Staff treated people with respect and compassion.
- The leadership team had good oversight of key areas of the service.
- Staffing arrangements worked well for 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 leadership?	4 - Good
How good is our staff team?	4 - Good
How well is our care and support planned?	4 - 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 evaluated the service as very good at supporting people's wellbeing. This is because the service demonstrated major strengths in supporting positive outcomes for people.

People benefitted from a small and consistent staff team. Staff interacted with people in a very warm and friendly manner and it was clear they knew people well. People told us that staff were "absolutely fantastic" and "top-notch".

Although the service had a limited role to play in supporting people's access to healthcare, staff were vigilant to people's changing needs. Where someone had experienced a health issue, staff took appropriate action to support this and ensure this was communicated to the right people. One person experiencing support was experiencing some distress when staff arrived for their visit. The staff member took the time to chat and offer reassurance. This compassion shown helped to promote an encouraging and positive relationship.

People were supported to make choices and staff respected people's expressed needs and wishes. This meant people felt listened to and ensured that the support they experienced was driven by individual preferences.

People were assessed to determine the level of support they required to manage their medication. This resulted in a number of people continuing to manage their own medication, supporting people to maintain their skills and independence. Where people required support with medication, the service was able to provide this. We discussed with the service opportunities to strengthen their medication management system to ensure people continue to consistently receive the correct medication at the correct time.

Where people were supported to access food and drinks as part of their service, staff ensured this was in line with their needs and preferences. Staff ensured that where people had specialist crockery/cutlery these were available to support people to enjoy their food and drinks. In addition, staff ensured snacks and drinks were prepared and accessible outside of visit times to enable people to eat and drink when they choose.

How good is our leadership?

4 - Good

We evaluated this key question as good. The strengths of the service clearly outweighed areas for improvement.

The service carried out regular satisfaction questionnaires to gain feedback about people's experiences of the service. Whilst feedback had been limited to date, we discussed with the service opportunities to further enhance this process. This would encourage people to be actively involved in evaluating the service and ensure people's wishes and preferences shape the future direction of the service.

The service had developed a service improvement plan. This was a comprehensive plan which the leadership team regularly discussed and updated. This gave focus for the leadership team around key action areas the service had identified. In order to support others to be involved in continuous self evaluation and improvement, the service could consider how this could be shared within the staff team.

The leadership team made use of a robust quality assurance system which was facilitated by the use of various tools, such as audits, compliance trackers of team meetings, staff supervisions, and training. This gave leaders effective oversight of the service and areas that could be further developed, some of which informed the service improvement plan. The service could continue to develop the service improvement plan to allow it to capture feedback from people using the service. This will provide the service with a dynamic and responsive improvement plan which helps direct the service moving forward.

People felt able to approach the leadership team should they have any feedback or areas of concern and were confident that this would be well received. This promotes a culture where opportunities to learn from events are executed in order to improve the quality of care and support people experience.

How good is our staff team?

4 - Good

We evaluated this key question as good. The strengths of the service clearly outweighed areas for improvement.

Staff felt supported in their role and staff teams worked well together. The service had a clear process for the handover of key information between staff changes through the use of daily recordings. This guided staff on support needed for individuals. In addition, regular staff meetings enhanced communication within the team, ensuring that information is shared appropriately at the right time.

Staffing arrangements were sufficient to meet the needs of the people experiencing support. Shift patterns and rotas were developed based on people's identified needs and assessed care packages. Staff supported people with compassion and had time to engage in meaningful conversations. However, people told us they didn't always know who was coming to support them and that this sometimes caused some anxiety. We discussed this with the service and the leadership team were keen to improve this.

Training records indicated that staff had completed a wide range of training and the systems in place meant the service was able to ensure people's training was kept up-to-date. In addition, staff received regular staff support sessions which gave an opportunity to reflect on practice and identify any areas of personal development.

How well is our care and support planned?

4 - Good

We evaluated this key question as good. The strengths of the service clearly outweighed areas for improvement.

People's care plans and associated documents which directed their support were accessible to all staff. People experiencing support and their families were also able to access their daily recordings. The plans were person-centred and took into account people's needs and preferences. However, plans would benefit from more detailed information, particularly around people's health conditions and the impact they have for them. This would ensure that staff were guided to provide support to people in the way in which they choose and which best supports their needs.

People's support was regularly reviewed by the service. This was carried out by the use of six-monthly reviews. Some people told us these were carried out over the phone. The service could consider how reviews are carried out to ensure these are meaningful and maximise people's opportunities to be involved in shaping their support.

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 leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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