

Home Help Me Care Ltd Support Service

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Type of inspection:
Announced (short notice)

Completed on:
11 December 2024

Service provided by:
Home Help Me Care Ltd

Service provider number:
SP2017012857

Service no:
CS2017353816

About the service

The service provides care at home to adults and older people in Northwest Edinburgh with its office based at Blackhall. The service was registered with the Care Inspectorate on 21 August 2017 and managed by Home Help Me Care Limited. At the time of the inspection the service offered care and support to 41 older people.

About the inspection

This inspection took place on 5 and 6 December 2024 after 24 hours notice to the service. The inspection was conducted by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered since the last inspection.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to deliver a very good level of care and support. No new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances, wellbeing, leadership, staffing and planned care/support.

We confirmed that the previous evaluation of excellent has been maintained for supporting people's wellbeing and the previous evaluation of very good has been maintained for leadership. We know this because on this inspection we:

- spoke with seven people using the service, five relatives and two professionals working with the service
- spoke with seven staff and two managers
- observed how well care staff supported people
- visited the office to see how it was run
- reviewed documents and electronic records.

Key messages

Legal assurances

We found the service was operating legally and in line with their conditions of registration, including having current and appropriate insurance in place. A range of policies and procedures that promoted good outcomes for people were implemented and adhered to. This meant that people were safe and protected from harm and could have confidence in the organisation providing their care and support.

Wellbeing assurances

Staff understood their responsibility to protect people from harm, neglect, abuse and exploitation. We saw that appropriate assessments and referrals were made, where required. There was clear information available to help staff understand and respond to risk.

People were kept safe from the risk of infection as staff had the necessary skills, training, and competence in infection prevention and control. We saw that the service had good governance and quality assurance processes in place, which included the observation of staff practice.

Meal preparation involved people choosing what they wanted to eat and drink, enjoyed in an unhurried way. Medication was administered to a high standard with regular audits by management and appropriate training for staff. Managers observed staff practice regularly to assess their competence. This ensured that people experienced safe and effective medication.

We saw that where people needed support to manage their finances, there was a robust procedure in place to keep their money safe.

People experiencing care and support told us:

"Very happy with carer"

"Honestly, can't fault it"

"Absolutely brilliant"

"They are an asset to the care community."

Leadership assurances

People we spoke to considered that management were accessible and responsive. Any incidents were reported thoroughly with actions where needed. There were no complaints since the last inspection to review. Regular quality audits were taking place, such as medication, personal plans and timing of visits. The service sought feedback from people experiencing support and their relatives through regular reviews and satisfaction surveys. The service needed to have an improvement plan in place to show what improvements have been identified, what difference these changes will make to the people using the service and the timescales. This ensures that there is a culture of continuous improvement for people experiencing support.

Relatives' comments included "they have been really helpful to me when my parents' needs have changed and guided me regarding what to do" and "they are doing a marvellous job, we feel very fortunate...she is still getting to be as independent as she can be."

Staffing assurances

Staff recruitment processes were thorough and followed safer recruitment guidance. Training was of good quality with a high level of completion. There were quality checks by management regarding observing staff competence in people's houses. Regular face-to-face supervision sessions and team meetings were held to

communicate effectively with staff. There was a positive focus on staff wellbeing with a range of support activities in place. This ensured staff had the necessary information and support to provide quality care based on relevant evidence, guidance and best practice.

The planning of the care visits was well-organised with a consistent care team for people experiencing care. Late or missed visits were not an issue and the office would call if care staff were running late. People did not feel rushed by staff when being supported. Staff had time to provide care and support with compassion and engaged in meaningful conversations with people.

Relatives' comments included "it is exceptional, I cannot fault them, they have gone above and beyond to help Dad" and "the care staff also encourage her to undertake the housework with them rather than do it for her to maintain as much independence as possible."

Planned care and support assurances

Personal plans clearly detailed how people's health and wellbeing needs would be met. People's preferences for daily routines were noted in plans and staff adhered to them. Updates were recorded regularly and promptly as were any changes in actions needed. There was electronic access for service users and relatives to the daily care notes and real time information regarding visiting care staff. Six monthly reviews (as required by legislation) were taking place with people experiencing care and their relatives. This ensured that personal plans remain right for people as their needs change and that everyone had the opportunity for their views to be heard.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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