

Wellness Social Care Services Limited

Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
28 January 2025

Service provided by:
Wellness Social Care Services Limited

Service provider number:
SP2023000080

Service no:
CS2023000121

About the service

Wellness Social Care Services Limited provides housing support and care at home services for older people and adults living in their own homes. Services are currently being provided for people living in Fife, Falkirk and Perth and Kinross.

We carried out a full inspection between 17 and 22 April 2024. During the inspection we identified concerns regarding the support for people's wellbeing, quality assurance, staff learning and competency and personal planning. We made four requirements. We identified staff recruitment as an area for improvement.

We carried out a follow-up inspection between 21 and 23 August 2024 to evaluate the provider's progress towards meeting the requirements and areas for improvement. We found the requirements were met. However, the area for improvement was not addressed and people remained at risk. Therefore we commuted the area for improvement to a requirement.

We carried out a follow-up inspection on 28 January 2025 and found that the requirement re recruitment was met. Please see the "outstanding requirements" section of this report for details of our findings.

About the inspection

This was a follow-up inspection which took place on 28 January 2025. 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 two staff and management; and
- reviewed documents.

Key messages

- Staff recruitment processes and procedures reflected current best practice guidance.

How good is our staff team?

We were satisfied that improvements to staff recruitment had been developed and implemented. Staff recruitment now reflected current best practice guidance. This improved people's outcomes and experiences.

Please see "outstanding requirements" section of this report for further details.

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

Requirements

Requirement 1

By 28 October 2024, in order to protect people's health, safety, and wellbeing, the provider must ensure staff recruitment and selection procedures reflect best practice guidelines. This includes complying with the Scottish Social Services Council (SSSC) Code of Practice which states that providers should '1.3 Ask for and provide accurate and appropriate references to share information relating to a person's suitability to work in social services.'

This is to comply with Section 7(1)(a) of the Health and Care (Staffing) (Scotland) Act 2019 (as substituted for regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210).

This is to comply with Regulation 4(1)(a) and (b) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure care and support reflects the Health and Social Care Standards which state that:

'People who support and care for me have been appropriately and safely recruited.' (HSCS 4.24)

This requirement was made on 26 August 2024.

Action taken on previous requirement

The provider had reviewed their recruitment policy and procedures and identified areas for improvement. Supplementary checks and processes were developed and implemented. These included telephone reference verification checks and employment history/gaps in employment checks. Recruitment checklists provided confirmation of checks carried out. Having this information all in one place provided a quick and convenient

overview with details contained within recruitment files.

No new recruitment had taken place since that last inspection. However, checks of recruitment files were carried out retrospectively and additional checks were carried out to ensure safe and robust recruitment.

We were satisfied that the provider's recruitment processes and procedures reflected best practice guidance.

This improved outcomes and experiences for people using the service.

Met - within timescales

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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