

Perth Homecare Services Support Service

63 South Street
Perth
PH28PD

Telephone: 01738 622 753

Type of inspection:
Unannounced

Completed on:
27 January 2025

Service provided by:
Perth Homecare Services Scotland
Limited

Service provider number:
SP2008009725

Service no:
CS2008174073

About the service

Perth Homecare Services provides care and support to people over the age of 16 living in their own home. The service operates in Perth city and the Scone area and has an office base located at 63 South Street, in the centre of Perth.

The stated aim of the service is to 'to deliver a service of the highest quality, using a person centred approach that will improve and sustain the service user's overall quality of life.'

About the inspection

This was an unannounced inspection which took place on 17 and 21 January 2024. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration information, intelligence gathered since the last inspection, information submitted by the service, which included the service's own self evaluation and action plan.

In making our evaluations of the service we spoke with three people using the service and four of their family representatives, five members of staff and management and we reviewed documents.

Key messages

- People receiving a service from Perth Homecare Services spoke highly about the support they received.
- People told us that staff "went above and beyond" and were professional, kind and respectful.
- People knew who would be providing their support and when they would arrive.
- People received individualised and person centred care.
- The service was responsive to changes in people's health and well-being.
- Infection prevention and control measures were of a very good standard.
- Staff felt supported by the management team.

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

There were major strengths in the care provided and how the service supported positive outcomes for people, therefore we evaluated this key question as very good.

People we spoke with were very complimentary about the staff providing their support; they told us staff were patient, kind and caring and that they were treated with dignity and respect. We saw that people were supported by a consistent team of staff; this enabled people to build trusting relationships with their support staff. The service sought to match staff skills and knowledge with the needs of the people they supported and people received a rota at the end of each week informing them of their carers for the coming week. This helped people feel safe whilst also providing reassurance for their families and loved ones.

Staff knew the people they supported well; this helped them to identify when people needed additional support. Support plans contained the contact details for people's GP and any other professionals involved in their care; this enabled timely and appropriate referrals to other professionals where needed. If there was a change to a person's needs, staff liaised with management to ensure sufficient time was allocated to visits and people didn't feel rushed. Support visits were well organised and planned and, as much as possible, the service tried to ensure that people received their support at their preferred time. This flexibility helped keep people well.

We looked at a sample of care plans. These set out people's individual support needs and we saw detailed and comprehensive recording of the care people required. This information helped guide staff and ensure people's individual health and wellbeing needs were met. Support plans were reviewed regularly. This meant people could be confident that their care staff had access to accurate and up to date information.

Staff told us that the quality of training they received equipped them with the necessary skills to meet people's needs. People told us that communication was very good. This meant that information was shared appropriately regarding any changes to people's care and support needs. There was a drive to work in partnership with people and their families, and relatives we spoke with told us that they were consulted and felt involved in their loved ones' care.

People told us that staff were diligent in their use of Personal Protective Equipment (PPE) and Infection Prevention and Control (IPC) practices. This helped minimise the risk of infection and helped keep people well.

How good is our staff team?

5 - Very Good

We evaluated this key question as very good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service followed safe and thorough recruitment processes, with all staff completing the necessary recruitment checks prior to commencing employment. This included Protection of Vulnerable Groups (PVG) checks and receipt of two references, including one from their most recent employer. All staff were registered with the Scottish Social Services Council (SSSC) and registration compliance was regularly reviewed. These checks helped keep people safe.

On commencing employment, staff underwent a period of induction. This involved mandatory training, an overview of the provider's policies and shadowing experienced staff to learn about people's support needs. Staff were encouraged to develop their skills and knowledge and they were able to request additional training specific to people's needs. This enhanced the care they provided and ensured people received person-centred support.

Staff practice should be regularly observed to assess their learning and competence. There were regular observations of staff practice and competence as well as team meetings and supervision sessions. Regular quality audits were taking place. These included support plans, care reviews, risk assessments, medication and staff training. There were processes in place to obtain the views of people receiving support, the views of their representatives and of staff. This enabled the management team to have a clear understanding of what was working well and where improvement was needed. We saw that people's comments, the results of the most recent satisfaction survey and the results of audits fed in to the service's self evaluation and development plan. We witnessed a culture of continuous improvement and a service that was committed to obtaining and evaluating people's experiences to ensure they received the right support for them.

People should expect that their care and support is consistent and stable, because people work well together. We found that staff, regardless of their individual roles, worked together as a team and we were told that management were supportive and responsive. The service recognised the value of its staff and there was a positive focus on staff wellbeing, with a range of supports in place to promote a good work/life balance. Staff we spoke with told us that Perth Homecare Services was a great organisation to work for. Staff were clear about their role and responsibilities, they were motivated and felt supported and happy in their job. These measures contribute to the recruitment and retention of staff and the quality of service provided.

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 embed the principles and the outcomes of the Health and Social Care Standards into their daily practice and documentation.

This is to ensure care and support is consistent with the Health and Social Care Standard 4:11 which states: 'I experience high quality care based on relevant evidence, guidance and best practice guidance'.

This area for improvement was made on 8 November 2019.

Action taken since then

The service has reviewed and updated their documentation and quality assurance processes and conducted a comprehensive self evaluation of the quality of the service and provision of care against the Health and Social Care Standards. The outcome of this feeds in to the service's development and action plan.

This area for improvement has been met.

Previous area for improvement 2

The service should use established links with professional colleagues to access practice based adult support and protection training and supports.

This is to ensure care and support is consistent with the Health and Social Care Standards 4:11 which states: 'I experience high quality care and support based on relevant evidence, guidance and best practice'.

This area for improvement was made on 8 November 2019.

Action taken since then

Staff had completed training in adult support and protection, and the service is due to carry out competency assessments with staff regarding their knowledge and understanding of same.

This area for improvement has been met.

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
1.1 People experience compassion, dignity and respect	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
3.1 Staff have been recruited well	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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