

Rainbow Services Central Housing Support Service

Grangemouth Enterprise Centre
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Type of inspection:
Unannounced

Completed on:
20 February 2025

Service provided by:
Rainbow Services (UK) Ltd

Service provider number:
SP2010010813

Service no:
CS2018364007

About the service

Rainbow Services Central is registered by the Care Inspectorate to provide a Housing Support Service/Care at Home.

It provides a range of care at home services, from domestic help to assistance with personal tasks. A 24 hour on call service is provided.

At the time of the inspection the service supported around 115 clients, mostly older people.

This service registered with the Care Inspectorate on 11 July 2018.

The service's aims and objectives, as stated in its welcome pack, include:

"To provide high quality level of care for all Service Users based on "Person Centred Planning", compassion, dignity and trust" and "To promote the independence and quality of life of service users through the provision of a professional, reliable and consistent care service."

About the inspection

This was an unannounced inspection which took place on 18, 19 and 20 February 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 13 people using the service and seven relatives
- spoke with five staff and management
- observed practice and interaction with service users
- reviewed documents.

Key messages

- People felt the service matched their expectations
- People found the service to be reliable and the support provided met their needs
- The service checked with people regularly to ensure that things were working well and people's needs were appropriately reviewed.
- Staff liked working for the service
- Some people felt that consistency of staffing could improve.

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?	4 - Good
How good is our staff team?	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?

4 - Good

In this part of the inspection report we considered one quality indicator:

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support.

We assessed the service as Good for this quality indicator which means overall we evaluated this key question as Good, where strengths impacted positively on outcomes for people and outweighed areas for improvement.

People thought that the service they received matched their expectations and they felt involved in the planning of their care. Care plans seen were individualised to the person and their needs with reviews and risk assessments in date. They held pertinent information regarding the support that people needed. They could contain more detail regarding the level of support people required when taking medication and this was discussed with the manager during inspection.

Reviews were of good quality and thorough with a holistic approach which reflected the person's current circumstances and circle of support. One person told us "There are four people who are regular carers. Happy with them. We find the service easy to contact if there are any issues. I have access to the online care planning app, but I don't use it. The service come out every 6 months or so and check everything is going well, we are quite happy with things, they do what we need them to do." The service had some reviews outstanding and had tasked a member of staff with the completion of these and expected these to be completed shortly.

People told us that staff were warm and kind to them. We saw nice interactions between staff and people using the service. People were offered choice in how their care was delivered and were treated with dignity and respect. People could name the regular staff supporting them and singled out one or two whom they thought were exceptional and went above and beyond. There were mixed views regarding the consistency of staff with some people finding this to be good and others thinking that there was some room for improvement. One person told us "Over the last nine months the service has had a few problems with providing continuity in the care of my mum this could be due to the fact a very competent manager was on mat leave. I had to address this with them as my mum has dementia. I know organisation is hard when staff changes and with sickness but felt that it took a few discussions before this was fully addressed. Thankfully this is sorted as much as possible." People generally said that communication was good and they found the service easy to contact.

The service were responsive to issues arising whilst providing support to people. They had good relationships with professionals in the area and referred onwards issues which were outside the remit of the service. This meant that people were supported and cared for sensitively by people who anticipated issues and were aware of and planned for any known vulnerability or frailty.

People were protected as far as possible from the avoidable spread of infection because staff paid good attention to hand hygiene and wore appropriate PPE whilst working.

How good is our staff team?**4 - Good**

In this part of the inspection report we considered one quality indicator:

Quality Indicator: 3.3 Staffing arrangements are right and people work well together

We assessed the service as Good for this quality indicator which means overall we evaluated this key question as Good, where strengths impacted positively on outcomes for people and outweighed areas for improvement.

The service have introduced and implemented a good system to ensure staff are well supported in their roles. People liked the staff supporting them. They thought communication with the service was usually good and that the service regularly checked with them that things were working well for them. People were generally supported by the same staff, but not always. The service is currently working to address this by standardising rotas and runs so this should improve. One person told us "They went through a period when office staff was on maternity leave and new office staff were brought in, but now the constant staff is back is excellent service once again."

There had been some changes within the office team over the last few months and the manager had recently returned following a leave of absence. Staff had confidence in their manager. One staff member said of the management team "They are helpful and considerate." Daily meetings took place to ensure that issues passed to the management team by staff whilst caring for people were actioned and followed through. The service demonstrated good responsiveness and we saw that they contacted others involved as necessary, depending on the situation and people's presentation. This meant people's needs were met by the right amount of people.

Staff were supported in their role via on call, supervision, spot checks and carer assessments. Spot checks and carer assessments were thorough, with staff receiving meaningful and productive feedback. The service also used these tools as a quality assurance mechanism to gauge the effectiveness of training and supervision and to identify any common themes with a view to improving if required. Staff supported people well and in line with the training they had received. They were committed to providing a good service and spoke positively of their role and the people they supported.

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 provider should ensure that care plans and daily notes are reflective of people's choices, wishes and preferences and provide personalised details about how people wished to be supported.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I experience high quality care and support that is right for me." (1.15) and (1.23)

This area for improvement was made on 5 October 2023.

Action taken since then

Care plans seen were individualised towards the person and daily notes were a factual account of care given.

Previous area for improvement 2

To ensure that people are supported to understand the standards they should expect from their care and support and encouraged to be involved in evaluating the quality of the service they receive the provider should ensure people's views are sought and recorded as part of the review process in line with statutory timescales.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change." (HSCS 1.12).

This area for improvement was made on 30 September 2022.

Action taken since then

In care plans seen, reviews were in date. On looking at the service's review planner some reviews were outstanding. The service had recently appointed a compliance officer and we were reassured that the small number of outstanding reviews would be completed shortly.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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