

Flourish Home Support Services Support Service

78/79
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Type of inspection:
Announced (short notice)

Completed on:
31 January 2025

Service provided by:
Flourish Home Support Services Ltd

Service provider number:
SP2011011552

Service no:
CS2011286375

About the service

Flourish Home Support Service provides a community based care at home service to adults and older people. This includes personal care, practical help and social support. The service works in Stirling and Clackmannanshire. People supported include those living with dementia, people needing end of life care and people with a learning disability. The service aims to be tailored to individual needs.

At time of inspection the service was supporting 65 people.

About the inspection

This was an announced short notice inspection which took place on 28 and 29 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:

- obtained feedback and spoke with 18 people using the service and five of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- There were warm and encouraging interactions between staff and people using the service
- People enjoyed the interactions, chat and the reassurance of knowing that a support worker would visit, and their wellbeing was being monitored
- Support plans and risk assessment were in place for each person and guided staff
- An electronic system for administration of medication were in place and processes were regularly audited
- Team meetings gave staff an opportunity to discuss any issues they experienced and to contribute to the development of the service
- Staff completed training that was relevant to their roles.

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

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

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

Support was provided in a personalised way where people were treated with respect. There were warm and encouraging interactions between staff and people using the service. Everyone spoke highly of the service and we heard:

"the girls are all nice, I have no concerns"

"the girls are all lovely, I mostly get the same girls, but I do know who they are if different"

"I couldn't manage without them"

"the staff are all nice and I like they are females"

"the carers are great I have had them 3 yrs now since my life changed, they are all nice I have the same carers mostly the same faces. I feel safe, and really couldn't be without them"

"the carers feel they are like they are my extended family"

"they are all lovely, I enjoy seeing them and they really help me with small detail, like my clothes matching, my hair and how my house sits."

"They are all friendly and chatty"

"I am good. I have a laugh with my carers. I like you all"

"The care provided by Flourish has been beyond our expectations and has made an incredibly difficult time as good as we could expect it to be. The care and kindness of the team along with the reliability of the service contributes hugely to the quality of life and family wellbeing."

Families said staff were well trained, and very committed to supporting their loved one in carrying out their duties and one relative told us: "it's a fantastic care company, it has been such a difficult time to accept care but its been the best thing all the girls are lovely, they really care and well trained, they feel like family", whilst another said "I have my life back and mum can stay at home, the care is second to none, I cant express how amazing the care is." People enjoyed the interactions, chat and the reassurance of knowing that a support worker would visit, and their wellbeing was being monitored. Staff recognised people's changing needs and highlighted any concern or changes to senior staff.

Contact with the caring staff was extremely important to people. Some were their main connection with the community. This meant people could live in their own home for as long as possible. Everyone we spoke with had confidence in the staff and mostly knew who was coming to provide their care. To achieve this it required effective leadership.

One person told us, "the carers are great, all very nice and I just contact the office and the managers just make the changes if needed, its good to have them coming in to help mum, it gives me peace of mind."

Support plans and risk assessment were in place for each person and guided staff, reviews were up-to-date and reflected the care and support that each person should have.

Medication management was very good, an electronic system for administration of medication was in place and processes were regularly audited.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

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

Staff were confident in building positive and supportive relationships with people. They were flexible and supported each other to work as a team. One staff member told us "I am very happy within my work environment, I can't fault it, its five star", whilst another told us "we all work well together and provide an excellent all round support service to the people who access the service."

Staff completed training that was relevant to their roles. This included training that was specific to understanding the needs of people being supported and cared for. We saw an induction process had been completed for all new staff, with regular check in. Managers were described as very supportive, one staff member told us "the management team listen, are approachable, compassionate, friendly and professional in their manner." Training records were kept which evidenced that training was up-to-date. People experienced care and support from well trained staff who were knowledgeable about their care needs.

Staff carried out their duties in a way that demonstrated an understanding of the training they had received. Conversations with staff also evidenced their knowledge in supporting and caring for people. Most staff spoke positively of their work and told us they were proud to work in the service. This demonstrated a commitment to both the service and the people they were supporting and caring for. Arrangements for the one-to-one supervision of staff were in place. Team meetings gave staff an opportunity to discuss any issues they experienced and to contribute to the development of the service. This evidenced that staff were valued by leaders in the service.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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