

Overnight Home Care Service Support Service

South East Locality Office
40 Captains Road
Edinburgh
EH17 8QF

Telephone: 01315 538 350

Type of inspection:
Announced (short notice)

Completed on:
12 March 2025

Service provided by:
City of Edinburgh Council

Service provider number:
SP2003002576

Service no:
CS2010275546

About the service

Overnight Home Care is a support service provided by City of Edinburgh Health and Social Care Partnership. The service provides care at home, including personal care and repositioning, to people in their own homes between the hours of 22:00 and 07:00.

The service operates as four teams of two carers working across the city of Edinburgh. At the time of the inspection there were 66 people receiving either one or two support visits during the night. The service also responds to emergency requests for support.

The aims and objectives of the service are to:

'Provide overnight care and support to assist people to remain in their own homes and, where required, to assist other services to meet complex needs.'

About the inspection

This was an short notice (announced) inspection which took place on 5 and 6 March 2025. We then spent time reviewing documents virtually. 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 four people using the service and four of their family
- Spoke with 10 staff and management
- Spoke with visiting professionals
- Reviewed documents
- Reviewed 43 responses to questionnaires (14 from people experiencing care, eight from relatives, 13 from staff and eight from visiting professionals).

Key messages

- People valued the service and rated it highly.
- People's health and wellbeing outcomes were being well met.
- The service worked well with other professionals to support people's health.
- People were mainly supported by staff who knew them well.
- Staff were committed, caring and well trained.
- Staff worked well together and were supported by a competent leadership 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

We evaluated the performance of the service as very good for this key question. We found significant strengths in aspects of care, which supported positive health and wellbeing outcomes for people.

Everyone we spoke to was positive about the care they received. We heard consistently that staff treated people with dignity and respect. One person said, "the service is doing a great job." Another said the support was "absolutely outstanding." This assured us that the service provided high quality support that met people's needs.

While the remit of the service was to provide short visits, people told us that staff took time to make sure that they were comfortable. One person said, "they are never in for long, but don't make it seem like a rush." This showed that staff provided care in a way that made people feel valued.

Relatives we spoke to also rated the support very highly. One relative told us, "I would be very confident that they would let me know about any health concerns." Another relative said that the service, "gives family peace of mind that (my relative) is ok." This showed that people received good quality care that helped them keep safe.

People knew about their personal plans, which were personalised and easy to read. Accurate risk assessments were in place with the required level of detail. One person told us, "they do all the things that are written in my plan." Formal reviews of people's care were happening once a year. Although we saw evidence that the service reviewed people's plans regularly, this should be recorded to ensure consistency. We will look at this on our next inspection.

We saw evidence that staff were vigilant in monitoring people's general health and wellbeing. Someone said, "If I wasn't well, they would take action immediately." The professionals we spoke with also confirmed this. This meant that people's health benefitted from very good communication with other health and care settings.

How good is our staff team?

5 - Very Good

We made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people through staffing arrangements and staff working well together

Recruitment processes were robust, which meant that people could be confident that staff had been recruited safely. A thorough induction process was in place, which helped ensure that all staff had the skills and abilities needed for the role.

The service had good procedures to ensure all care visits took place despite several vacant posts, and there had been no missed visits. The service could call on a suitably trained pool of staff working in other areas of the Health and Social Care Partnership. Office staff worked hard to ensure that everyone had at least one familiar staff member providing their care. People we spoke to reported seeing the same members of staff regularly and records we sampled confirmed this. One family member said, "(my relative) knows them and trusts them." This meant that people had support that was reliable and consistent.

Staff told us that they had good opportunities to do a wide range of training, and we saw records which confirmed this. One person said, "staff are so well trained. I have complex problems. They have mastered (my support) to a fine degree." This showed that people experienced care and support from well trained staff who were knowledgeable about their health issues.

Conversations with staff showed that they knew people and their preferences well. Staff showed strong values when talking to us, and we heard consistent themes about how caring and attentive the staff were. This meant that people received warm and compassionate care from people who knew what was important to them.

The service had an established process for regular observations of staff practice overnight, however this was not happening as often as the service intended. The manager was aware of the importance of continuing to check the quality of care provided, and we will look at this at the next inspection.

All staff we spoke to were positive about working for the service. They felt well supported by the office staff and manager. Supervision was regular and gave an opportunity to discuss work and personal matters. Supervision records showed that these sessions had a positive focus and supported learning and development. This promoted staff wellbeing and a positive team spirit.

Communication systems within the team were very good. Staff worked well together, working flexibly to respond to emergency situations and covering for each other if needed. Team meetings were regular, and the manager visited the team several evenings a week for informal support. The team made effective use of this time to share learning and information about people's support needs. This meant that people benefitted from a committed and well supported staff team.

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 |

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.