

Cegron Care Ltd Support Service

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Type of inspection:
Announced (short notice)

Completed on:
5 February 2025

Service provided by:
Cegron Care Ltd

Service provider number:
SP2023000401

Service no:
CS2024000051

About the service

Cegron Care Ltd is a care at home service which provides support to people in their home and in the community. There were four people using the service at the time of this inspection.

The service has one staff team who cover Aberdeen and Aberdeenshire.

About the inspection

This was a short notice announced inspection which took place between 30 January and 5 February 2024. The inspection was carried out by one inspector from the Care Inspectorate.

This was the service's first inspection. To prepare for this inspection we reviewed information about this service. This included, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

In making our evaluations of the service we:

- spoke with three people using the service and their friends and family
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People were very happy with the quality of the care and support service they received.
- People said that they knew the staff who supported them and they were confident that they knew what they were doing.
- Staff were respectful of being in people's homes.
- Managers were accessible to staff and to people who use the service.
- Work was underway to establish meaningful quality assurance processes, formal staff support and development.
- Care notes and risk assessments should be updated to reflect the changes in people's support needs.

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 leadership?	3 - Adequate
How good is our staff team?	3 - Adequate
How well is our care and support planned?	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

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

We received very positive feedback from people and their families about the service and staff. The service successfully assisted and supported people to live safely. People said, "They were wonderful" and "I couldn't do without them".

A major strength of the service was the flexibility of the staff team, which meant that people received the care and support they needed. The very new team of staff had begun to form positive, trusting relationships with people.

Staff accessed people's care plans and risk assessments before supporting them. As a result, staff knew people's care and support needs, wishes and preferences. The staff and leadership team needed to ensure that the care plans and risk assessments contained the most up-to-date information. These should have reflected any changes in people's care and support needs. This would assist in reducing any risk of inconsistent care or support. (See 'How well is our care and support planned?')

The leadership team had very good oversight and monitoring of any safeguarding concerns. Staff were aware of their roles and responsibilities and promptly reported any concerns of anxiety or distress appropriately. Communication with other professionals, such as GP's and community nurses, was very good. As a result, people received the care and support that was right for them.

The length and time of visits were agreed upon with the person, the service and care management. People were informed promptly of any changes in their planned visit times. People told us that the visits by staff were never rushed and staff said that they always had enough time to deliver the care and support that people needed. This enriched the lives of people experiencing care. Staff were friendly, professional and courteous. The staff's awareness of their role and their responsiveness meant that people's care and support adapted to their changing needs.

Although staff worked with the best intentions to prevent the spread of infections, staff and the leadership team did not use the most up-to-date best practice guidance regarding the safe storage of Personal Protective Equipment (PPE) in people's homes. This meant there was a risk of cross-infection.

How good is our leadership?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas of the service require improvement.

We acknowledged that Cegron Care is a new provider and have secured a client group in recent months. The service had recently implemented a quality assurance system. The leadership team had very good formal and informal oversight of all the key functions of service delivery. We provided best practice guidance on developing an improvement plan and self-evaluation. This would ensure that their quality assurance continued to focus on people's experiences and outcomes. **(See Area for improvement 1)**

There was a stable leadership team who were very visible and very approachable to all. There was a culture and ethos within the organisation to support and develop staff. Staff felt confident to raise issues or discuss improvements with the leadership team.

Areas for improvement

1. To improve and support better outcomes for people, the provider must develop an improvement plan, using self-evaluation, that links directly to and improves the outcomes and experiences for people.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

How good is our staff team?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas of the service require to improve.

We received very positive feedback about the staff. People named specific staff as being, "extra special".

The training and induction program consisted of a mix of eLearning and practical training. The leadership team should ensure they have a clear understanding of the skills and knowledge of their staff. Training should be clearly monitored and development training identified. All staff should fully complete their induction training prior to commencing post. This would ensure that staff are competent and confident to support people. **(See Area for improvement 1)**

There were informal and formal communication processes in place. Staff were given regular opportunities to discuss their work, practice and how best to improve outcomes for people. The leadership team should formalised the one to one or supervision opportunities for staff to discuss concerns or individual development in a formal process. This would encourage and empower staff to actively participate in developing a culture of improvement in Cegron Care. **(See Area for improvement 2)**

The recruitment of staff was not always completed in line with national guidance. We shared information with the leadership team on best practices. Implementing this guidance fully would ensure the skills, values and attitudes of potential employees match the post being recruited to, which is an important element of building a strong, stable staff team to support better outcomes for people. **(See Area for improvement 3)**

The leadership team made staffing decisions using professional discretion and judgment. They matched staff with people based on the staff members' skills, knowledge and experience. This assisted in ensuring people had the best chance of experiencing good care and support. The leadership team should consider how they will formally evidence the decisions on staffing and how the service is staffed, to ensure they remain open and transparent to all. This should take into account the views of staff and people who use the service and The Health and Care (Staffing) (Scotland) Act 2019 - 'Having the right people, in the right place, with the right skills, at the right time'.

Areas for improvement

1. To support people's health and wellbeing, the provider should ensure that all training should be clearly monitored and delivered in line with best practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I have confidence in people because they are trained, competent and skills, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

2. To support staff, the provider should ensure regular staff individual one-to-one meetings take place, that focus on staff development and support.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

3. To safeguard and support positive outcomes for people, the provider should ensure 'Safer Recruitment Through Better Recruitment' guidance is followed.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

How well is our care and support planned?

4 - Good

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

The service was successfully using a digital care planning system. Paper copies were held within people's homes, if they wished. People were fully involved in the assessment and planning of the care and support they were receiving. This meant that people's personal plans detailed their choices and preferences. However, people's plans did not always contain the most relevant information and guidance which had a potential impact on the care and support provided. Specifically in relation to medication, legal powers and current safeguarding practices for both people and staff. This may mean people do not always experience care and support consistent with their current needs and wishes.

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our leadership?	3 - Adequate
2.2 Quality assurance and improvement is led well	3 - Adequate
How good is our staff team?	3 - Adequate
3.2 Staff have the right knowledge, competence and development to care for and support people	3 - Adequate
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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